

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 1

D1. Do you have a landline in your household to make or receive calls?

Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
Yes	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 2

D1. Do you have a landline in your household to make or receive calls?

Base: All respondents

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
Yes	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33	4726	1414
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 3
D2. Gender
Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
Man	3070	527	852	1691	231	296	362	489	606	1085	213	85	167	2605	128	354	235	222	229	300	427	434	276	1793	1277
	50%	50%	46%	52%	47%	53%	49%	44%	51%	53%	43%	46%	45%	51%	52%	52%	48%	52%	53%	44%	58%	50%	50%	51%	48%
	bgjs	g	xbdg		abdg			bg	xbdg				xjls	js		j	js		xjklmpsuv	j					
Woman	3047	517	1007	1524	258	259	381	625	571	952	275	99	200	2474	117	321	252	206	198	375	308	422	276	1691	1356
	50%	49%	54%	47%	52%	46%	51%	56%	48%	47%	56%	54%	54%	49%	48%	48%	51%	48%	46%	56%	42%	49%	50%	48%	51%
	cimtD	e	xacehi				xacehi				xmoqrtu	t	mrt	t		t		xmoqrt		t	t			xD	
Non-binary	18	9	1	7	7	2	1	1	1	6	2	*	1	14	-	-	4	2	2	*	1	4	1	14	4
	*	1%	*	*	1%	*	*	*	*	*	1%	*	*	*	-	-	1%	*	*	*	*	*	*	*	*
		xbcegh			xbcfghi																				
Prefer to use own term	*	-	-	*	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-
	*	-	-	*	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-
Prefer not to say	5	1	1	3	-	1	-	1	-	3	-	1	-	4	-	-	1	-	2	-	1	1	-	2	3
	*	*	*	*	-	*	-	*	-	*	-	*xjmos	-	*	-	-	*	-	*	-	*	*	-	*	*

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F
 Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 4
D2. Gender
Base: All respondents

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
Man	3070	2788	246	1908	1161	1002	159	1326	1733	752	582	463	1639	147	65	342	2649	113	240	89	93	77	16	2489	581
	50%	50%	50%	50%	50%	51%	47%	56%	46%	51%	51%	53%	49%	47%	39%	45%	51%	43%	45%	42%	41%	40%	47%	53%	41%
Woman	3047	2786	239	1908	1140	960	180	1048	1983	703	564	400	1722	167	101	419	2538	144	296	119	130	115	16	2218	829
	50%	50%	49%	50%	49%	49%	53%	44%	53%	48%	49%	46%	51%	53%	61%	55%	49%	55%	55%	56%	58%	60%	47%	47%	59%
Non-binary	18	9	6	13	5	4	1	8	7	9	5	5	3	2	*	5	13	3	2	2	1	1	1	16	2
	*al	*	1%	*	*	*	*	*	*	1%	*	1%	*	1%	*	1%	*	1%	*	1%	1%	*	2%	*	*
Prefer to use own term	*	*	-	-	*	*	-	*	-	-	-	-	*	*	-	*	-	*	-	-	-	-	-	*	-
Prefer not to say	5	4	-	2	3	3	1	2	3	2	1	-	2	-	-	1	2	1	1	1	1	-	1	2	2
	*p	*	-	*	*	*	*	*	*	*	*	-	*	-	-	*	*	*	*p	*p	1%	-	4%	*	*

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

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 5
D3. Age
Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)	
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697	
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640	
NET: 18-34	1054	1054	-	-	496	558	-	-	-	-	28	23	20	983	49	115	97	107	69	97	197	173	79	820	234	
	17%	100%	-	-	100%	100%	-	-	-	-	6%	13%	5%	19%	20%	17%	20%	25%	16%	14%	27%	20%	14%	23%	9%	
	bcfghijklBE	xbcfghi		xbcfghi	xbcfghi							jl		xjklsv	jkl	jl	jkl	xjklmorsv	jl	jl	jklmoprsu	jklsv	jl	xBDEF	F	
NET: 35-54	1860	-	1860	-	-	-	744	1116	-	-	124	71	91	1575	77	223	149	116	135	253	211	244	167	1034	827	
	30%	-	100%	-	-	-	100%	100%	-	-	25%	38%	25%	31%	31%	33%	30%	27%	31%	37%	29%	28%	30%	30%	31%	
	acdehijlCF		xacdehi				xacdehi	xacdehi				xjlmqstuv		jl	jl				xjlmqtu					C	CF	
NET: 55+	3225	-	-	3225	-	-	-	-	1179	2047	338	90	257	2540	119	338	245	206	226	326	329	443	307	1645	1580	
	53%	-	-	100%	-	-	-	-	100%	100%	69%	49%	70%	50%	49%	50%	50%	48%	53%	48%	45%	52%	56%	47%	60%	
	abdefgmtACD		xabdefg					xabdefg	xabdefg		mnopqrstuv	xkmnopqrst		t					t				t	mt		xACDE
18-24	496	496	-	-	496	-	-	-	-	-	13	11	6	465	27	40	52	53	28	39	99	97	30	413	83	
	8%	47%	-	-	100%	-	-	-	-	-	3%	6%	2%	9%	11%	6%	11%	12%	6%	6%	13%	11%	5%	12%	3%	
	bcefgghijlBE	xbcefgghi		xabcefgghi								jl		xjlosv	jlosv	jl	jlosv	xjklmorsv	jl	jl	xjklmorsv	xjklorsv	jl	xBDEF	F	
25-34	558	558	-	-	-	558	-	-	-	-	15	12	14	517	22	74	46	54	41	57	99	75	48	408	150	
	9%	53%	-	-	-	100%	-	-	-	-	3%	7%	4%	10%	9%	11%	9%	13%	10%	9%	13%	9%	9%	12%	6%	
	bcdghijlBE	xbcdfghi		xabcdfghi								j		xjkl	jl	jkl	jl	xjkl	jl	jl	xjklmsuv	jl	jl	xBDEF	F	
35-44	744	-	744	-	-	-	744	-	-	-	51	25	21	647	30	83	56	42	71	107	102	99	58	450	294	
	12%	-	40%	-	-	-	100%	-	-	-	10%	14%	6%	13%	12%	12%	11%	10%	16%	16%	14%	11%	11%	13%	11%	
	acdeghilF		xacdeghi				xabcdeghi				l	l		xl	l	l	l		xjlqv	xjlq	l	l	l	F	F	
45-54	1116	-	1116	-	-	-	-	1116	-	-	73	45	69	928	47	140	92	75	64	146	109	146	109	584	533	
	18%	-	60%	-	-	-	-	100%	-	-	15%	25%	19%	18%	19%	21%	19%	17%	15%	22%	15%	17%	20%	17%	20%	
	acdefhijtAC		xacdefghi				xabcdefghi					xjmqrtu		t	jt				jrt					C	xACF	
55-64	1179	-	-	1179	-	-	-	-	1179	-	127	46	93	913	52	128	89	80	83	82	122	172	104	598	581	
	19%	-	-	37%	-	-	-	-	100%	-	26%	25%	25%	18%	21%	19%	18%	19%	19%	12%	17%	20%	19%	17%	22%	
	abdefgimsAC		xabdefgi				xabcdefgi				xmopqrstu	xmopqrstv	xmopqst	s	s	s	s	s	s				s	s	C	xACD
65+	2047	-	-	2047	-	-	-	-	-	2047	211	44	165	1627	67	210	156	126	143	244	207	271	203	1048	999	
	33%	-	-	63%	-	-	-	-	-	100%	43%	24%	45%	32%	27%	31%	32%	29%	33%	36%	28%	32%	37%	30%	38%	
	abdefghkmtACD		xabdefgh				xabcdefgh				mnopqrstu	xkmnopqrst		kt	k	k			k	kt			k	knt		xACDE
Mean	54.34	26.1	45.88	68.45	21.84	29.89	39.77	49.95	59.71	73.48	60.38	52.88	60.65	53.35	52.58	53.86	53.2	52.13	54.54	54.9	50.12	53.01	56.2	51.73	57.8	
	abdefgmqtA	d	adef	xabdefgh		ad	ade	abdef	xabdefg	xabcdefgh	mnopqrst	t	mnopqrst	t	t	t			t	qt			t	kmpqtu	C	xACDE
Standard deviation	17.71	4.73	5.74	8.34	1.89	2.94	2.89	2.81	2.87	5.96	14.84	15.2	13.82	18.08	18.07	17	18.24	19.33	17.95	17.6	18.89	18.15	17.03	18.71	15.62	
Standard error	0.23	0.13	0.13	0.15	0.09	0.1	0.1	0.09	0.09	0.14	0.52	0.55	0.49	0.29	1.29	0.78	0.93	0.94	1.02	0.85	0.77	0.73	0.9	0.32	0.3	

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F
Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 6
D3. Age
Base: All respondents

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
NET: 18-34	1054	755	270	982	73	18	54	608	446	161	301	87	608	22	5	69	916	49	23	16	18	17	*	751	303
	17%	14%	55%	26%	3%	1%	16%	26%	12%	11%	26%	10%	18%	7%	3%	9%	18%	19%	4%	8%	8%	9%	1%	16%	21%
			adehikmnrstuvy		xa	xdef	e		xh		xikl		ik			r	ors	ors		r		v	tv		xy
NET: 35-54	1860	1684	163	1653	208	68	140	752	1107	286	775	383	930	97	24	211	1595	117	130	64	83	75	8	1387	473
	30%	30%	33%	43%	9%	3%	41%	32%	30%	20%	67%	44%	28%	31%	14%	28%	31%	45%	24%	30%	37%	39%	23%	29%	33%
			deilnory		xde	e	xde				xikl	xil	i		n	r	or	xoprs		r		xv	xtv		xy
NET: 55+	3225	3148	58	1197	2029	1882	147	1024	2174	1019	75	399	1828	197	137	487	2691	95	386	130	125	100	25	2587	638
	53%	56%	12%	31%	88%	96%	43%	43%	58%	70%	7%	46%	54%	62%	82%	63%	52%	36%	72%	62%	55%	52%	76%	55%	45%
			bcfgjkqz		xb	xcf	xcdf		xg		xjkl	j	xjk	x	xm	xpq	q		xopqs	xpq		u	xtu		xz
18-24	496	322	158	456	40	5	35	293	203	85	91	40	304	10	3	33	425	24	10	6	7	7	-	338	158
	8%	6%	32%	12%	2%	*	10%	12%	5%	6%	8%	5%	9%	3%	2%	4%	8%	9%	2%	3%	3%	4%	-	7%	11%
			adehikmnrstuvy		xa	xde	e		xh		k		xik			r	ors	ors							xy
25-34	558	433	112	526	32	13	20	315	243	76	211	46	304	12	3	36	490	25	14	10	11	11	*	413	145
	9%	8%	23%	14%	1%	1%	6%	13%	7%	5%	18%	5%	9%	4%	2%	5%	9%	10%	3%	5%	5%	5%	1%	9%	10%
			adehikmnrstuv		xa	xdef	e		xh		xikl		ik			r	ors	ors		r					
35-44	744	642	98	682	62	20	42	327	417	85	433	107	358	39	9	70	662	48	34	17	25	24	1	523	221
	12%	11%	20%	18%	3%	1%	12%	14%	11%	6%	38%	12%	11%	12%	6%	9%	13%	18%	6%	8%	11%	13%	3%	11%	16%
			adehilnorsvy		xa	xdef	e		xh		xikl	i	i		n	r	xors	xoprs				v	tv		xy
45-54	1116	1042	66	970	146	48	98	424	691	201	342	277	571	58	15	141	933	69	95	47	58	51	7	864	252
	18%	19%	13%	25%	6%	2%	29%	18%	19%	14%	30%	32%	17%	18%	9%	18%	18%	26%	18%	22%	26%	26%	20%	18%	18%
			bdeiln		xb	xde	e		xde		xil	xil	i		n		xopr		xopr		x	x			
55-64	1179	1138	40	851	327	223	105	418	758	265	60	177	755	69	54	162	999	61	124	47	62	52	9	924	255
	19%	20%	8%	22%	14%	11%	31%	18%	20%	18%	5%	20%	22%	22%	33%	21%	19%	23%	23%	22%	27%	27%	29%	20%	18%
			bdegj		xb	xde	e		xg		j	j	xij		xm	x		xp	xop		x	x			
65+	2047	2010	18	345	1701	1660	42	606	1416	754	15	222	1073	127	82	325	1692	34	262	84	63	48	15	1664	383
	33%	36%	4%	9%	74%	84%	12%	25%	38%	51%	1%	26%	32%	40%	50%	42%	33%	13%	49%	40%	28%	25%	47%	35%	27%
			bcfgjklpqtu		xb	xcf	xcdf		xg		xjkl	j	jk	x	x	xpq	q		xopqs	xpq		u	xtu		xz
Mean	54.34	56.11	35.41	45.91	68.33	71.46	50.23	49.96	56.98	61.24	40.84	54.29	53.92	58.37	64.4	59.44	53.93	48.55	62.7	59.17	56.04	54.58	64.6	55.19	51.5
			bcfgjqpz		xb	xcf	xcdf		xg		xjkl	j	j	x	xm	xpq	q		xopqs	xpq		xu	xtu		xz
Standard deviation	17.71	16.94	13.9	14.68	12.76	9.39	14.5	18.28	16.72	17.39	10.1	15.23	17.42	15.13	13.47	16.52	17.63	14.97	14.58	15.47	14.32	14.08	12.81	17.42	18.35
Standard error	0.23	0.23	0.57	0.24	0.26	0.22	0.65	0.36	0.28	0.45	0.29	0.52	0.3	0.6	1.08	0.39	0.27	0.56	0.42	0.69	0.61	0.64	1.65	0.25	0.48

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 7
D4. Region
Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
NET: England	5097	983	1575	2540	465	517	647	928	913	1627	-	-	-	5097	246	676	491	430	430	676	737	860	553	2774	2323
	83%	93%	85%	79%	94%	93%	87%	83%	77%	79%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	79%	88%
	chijklAC	xbcfghi	chi	xbcfghi	xbcfghi	xbchi	ch							xjkl	xjkl	xjkl	xjkl	xjkl	xjkl	xjkl	xjkl	xjkl	xjkl	C	xACD
Scotland	490	28	124	338	13	15	51	73	127	211	490	-	-	-	-	-	-	-	-	-	-	-	-	354	136
	8%	3%	7%	10%	3%	3%	7%	7%	11%	10%	100%	-	-	-	-	-	-	-	-	-	-	-	-	10%	5%
	abdeklmnopqrstuv	BEF	ade	xabdefg			ade	ade	xabdefg	xabdefg	mnopqrstuv													xBDEF	
North East	246	49	77	119	27	22	30	47	52	67	-	-	-	246	246	-	-	-	-	-	-	-	-	127	118
	4%	5%	4%	4%	6%	4%	4%	4%	4%	3%	-	-	-	5%	100%	-	-	-	-	-	-	-	-	4%	4%
		jklmnopqrstuv			i									xjklmnopqrstuv											
North West	676	115	223	338	40	74	83	140	128	210	-	-	-	676	-	676	-	-	-	-	-	-	-	346	329
	11%	11%	12%	10%	8%	13%	11%	13%	11%	10%	-	-	-	13%	-	100%	-	-	-	-	-	-	-	10%	12%
		jklmnopqrstuv	d	d		acdi		d						xjklmnopqrstuv		xjklmnopqrstuv									xAC
Yorkshire and the Humber	491	97	149	245	52	46	56	92	89	156	-	-	-	491	-	-	491	-	-	-	-	-	-	275	217
	8%	9%	8%	8%	10%	8%	8%	8%	8%	8%	-	-	-	10%	-	-	100%	-	-	-	-	-	-	8%	8%
		jklmnopqrstuv												xjklmnopqrstuv		xjklmnopqrstuv									
West Midlands	430	107	116	206	53	54	42	75	80	126	-	-	-	430	-	-	-	430	-	-	-	-	-	216	214
	7%	10%	6%	6%	11%	10%	6%	7%	7%	6%	-	-	-	8%	-	-	-	100%	-	-	-	-	-	6%	8%
		jklmnopqrstuv	xbcfghi		xbcfghi	xbcfgi								xjklmnopqrstuv		xjklmnopqrstuv									xAD
East Midlands	430	69	135	226	28	41	71	64	83	143	-	-	-	430	-	-	-	-	430	-	-	-	-	221	209
	7%	7%	7%	7%	6%	7%	10%	6%	7%	7%	-	-	-	8%	-	-	-	-	100%	-	-	-	-	6%	8%
		jklmnopqrstuv	C	g			xabcdg							xjklmnopqrstuv		xjklmnopqrstuv									xAC
Wales	368	20	91	257	6	14	21	69	93	165	-	-	368	-	-	-	-	-	-	-	-	-	-	239	130
	6%	2%	5%	8%	1%	2%	3%	6%	8%	8%	-	-	100%	-	-	-	-	-	-	-	-	-	-	7%	5%
		adeijklmnopqrstuv	BE	adef	xabdef			abdef	xabdef	xabdef				xjklmnopqrstuv											xBE
East of England	676	97	253	326	39	57	107	146	82	244	-	-	-	676	-	-	-	-	676	-	-	-	-	347	328
	11%	9%	14%	10%	8%	10%	14%	13%	7%	12%	-	-	-	13%	-	-	-	-	100%	-	-	-	-	10%	12%
		ahijklmnopqrstuv	AC	xacd	h	h	xacdeh	acdh	acdh					xjklmnopqrstuv					xjklmnopqrstuv					C	xAC
London	737	197	211	329	99	99	102	109	122	207	-	-	-	737	-	-	-	-	-	737	-	-	-	492	244
	12%	19%	11%	10%	20%	18%	14%	10%	10%	10%	-	-	-	14%	-	-	-	-	-	100%	-	-	-	14%	9%
		cijklmnopqrstuv	xbcfghi		xbcfghi	xbcfghi	bcgi							xjklmnopqrstuv					xjklmnopqrstuv						xBEF
South East	860	173	244	443	97	75	99	146	172	271	-	-	-	860	-	-	-	-	-	-	-	860	-	471	389
	14%	16%	13%	14%	20%	14%	13%	13%	15%	13%	-	-	-	17%	-	-	-	-	-	-	-	100%	-	13%	15%
		jklmnopqrstuv	xbei		xabcefg									xjklmnopqrstuv					xjklmnopqrstuv						
South West	553	79	167	307	30	48	58	109	104	203	-	-	-	553	-	-	-	-	-	-	-	-	553	278	275
	9%	7%	9%	10%	6%	9%	8%	10%	9%	10%	-	-	-	11%	-	-	-	-	-	-	-	-	100%	8%	10%
		dijklmnopqrstuv	AC		d			d		ad				xjklmnopqrstuv									xjklmnopqrstuv		xAC
Northern Ireland	184	23	71	90	11	12	25	45	46	44	-	184	-	-	-	-	-	-	-	-	-	-	-	133	52
	3%	2%	4%	3%	2%	2%	3%	4%	4%	2%	-	100%	-	-	-	-	-	-	-	-	-	-	-	4%	2%
		ijlmnopqrstuv	BEF	ai	i			ai	ci					xjlmnopqrstuv											xBDEF

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F
 Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 8
D4. Region
Base: All respondents

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
NET: England	5097	4574	470	3254	1843	1550	293	2190	2907	1247	998	708	2743	-	-	636	4315	218	446	175	188	158	30	3911	1186
	83%	82%	96%	85%	80%	79%	86%	92%	78%	85%	87%	81%	81%	-	-	83%	83%	83%	83%	83%	83%	82%	92%	83%	84%
Scotland	adehlmn	xa	xde	e	de	xh	l	xkl																	
	490	475	13	250	240	217	23	137	324	107	65	65	299	316	166	58	425	19	43	16	18	16	2	383	107
	8%	8%	3%	7%	10%	11%	7%	6%	9%	7%	6%	7%	9%	100%	100%	8%	8%	7%	8%	7%	8%	8%	7%	8%	8%
	bcgj	xb	xcf	xcf	g	xj	x	x																	
North East	246	221	21	157	89	71	18	116	130	69	39	40	122	-	-	43	194	21	31	12	19	15	4	189	57
	4%	4%	4%	4%	4%	4%	5%	5%	3%	5%	3%	5%	4%	-	-	6%	4%	8%	6%	6%	8%	8%	12%	4%	4%
	hmn	xh	xopr	xp	x	x	x	x																	
North West	676	624	49	435	241	194	47	273	402	155	133	97	365	-	-	77	579	24	55	18	23	19	4	553	122
	11%	11%	10%	11%	10%	10%	14%	11%	11%	11%	12%	11%	11%	-	-	10%	11%	9%	10%	9%	10%	10%	12%	12%	9%
	mnz	de	xz																						
Yorkshire and the Humber	491	437	50	299	192	169	23	194	297	108	85	60	271	-	-	62	405	19	43	16	14	12	2	357	135
	8%	8%	10%	8%	8%	9%	7%	8%	8%	7%	7%	7%	8%	-	-	8%	8%	7%	8%	8%	6%	6%	7%	8%	10%
	mn																								
West Midlands	430	385	41	285	145	126	18	195	235	108	107	62	209	-	-	58	365	20	42	15	15	11	4	324	106
	7%	7%	8%	7%	6%	6%	5%	8%	6%	7%	9%	7%	6%	-	-	8%	7%	8%	8%	7%	7%	6%	11%	7%	7%
	hlmn	xh	xl																						
East Midlands	430	400	26	248	182	148	35	142	288	125	88	42	225	-	-	57	365	20	40	15	15	13	2	315	115
	7%	7%	5%	6%	8%	7%	10%	6%	8%	9%	8%	5%	7%	-	-	7%	7%	8%	7%	7%	7%	7%	7%	7%	8%
	gkmn	xc	xg	xk	k																				
Wales	368	360	6	192	177	160	17	26	342	81	47	56	219	-	-	49	311	14	35	12	13	12	1	273	96
	6%	6%	1%	5%	8%	8%	5%	1%	9%	6%	4%	6%	7%	-	-	6%	6%	5%	7%	6%	6%	6%	2%	6%	7%
	bcgjmn	xb	xc	xc	xg	j	j																		
East of England	676	635	34	432	243	215	28	203	472	147	126	97	379	-	-	91	566	22	70	20	23	20	3	506	169
	11%	11%	7%	11%	11%	11%	8%	9%	13%	10%	11%	11%	11%	-	-	12%	11%	9%	13%	10%	10%	10%	8%	11%	12%
	bgmn	xb	xg	q	xqs																				
London	737	545	179	526	210	174	36	618	119	189	179	110	359	-	-	59	654	22	41	18	19	15	4	583	154
	12%	10%	37%	14%	9%	9%	11%	26%	3%	13%	16%	13%	11%	-	-	8%	13%	9%	8%	8%	8%	8%	14%	12%	11%
	adehlmnoqrstu	xa	xde	xh	xl	xoqrs																			
South East	860	797	48	540	319	263	56	284	575	205	142	112	504	-	-	108	719	40	75	26	32	27	5	653	206
	14%	14%	10%	14%	14%	13%	16%	12%	15%	14%	12%	13%	15%	-	-	14%	14%	15%	14%	12%	14%	14%	14%	14%	15%
	bgmn	b	xg	j																					
South West	553	530	22	332	221	190	31	165	388	141	98	89	309	-	-	81	468	29	51	34	27	25	2	431	122
	9%	9%	4%	9%	10%	10%	9%	7%	10%	10%	9%	10%	9%	-	-	11%	9%	11%	9%	16%	12%	13%	7%	9%	9%
	bgmn	xb	xg	xr	xopqr																				
Northern Ireland	184	178	2	135	50	42	8	30	154	31	42	41	105	-	-	25	152	10	15	7	7	7	-	159	25
	3%	3%	1%	4%	2%	2%	2%	1%	4%	2%	4%	5%	3%	-	-	3%	3%	4%	3%	4%	3%	4%	-	3%	2%
	bdegmnz	b	xde	xg	xi	xz																			

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

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 9

D4a_eng. Which county do you live in?
Base: All respondents (England)

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)	
Unweighted Base	3799	952	1096	1751	363	589	515	581	583	1168	-	-	-	3799	196	471	382	421	309	434	602	624	360	1918	1881	
Weighted Base	5097	983	1575	2540	465	517	647	928	913	1627	**	**	**	5097	246	676	491	430	430	676	737	860	553	2774	2323	
Greater London	627	179	188	260	88	91	87	101	111	149	-	-	-	627	1	1	1	2	-	-	614	7	-	420	207	
	12%	18%	12%	10%	19%	18%	13%	11%	12%	9%	-	-	-	12%	*	*	*	1%	-	-	83%	1%	-	15%	9%	
	cinopqrsuvB	xbcfghi			xbcfghi	xbcfghi	i						nopqrsuv							xmnopqrsuv				xBEF		
Essex	228	37	67	124	19	18	35	32	39	85	-	-	-	228	*	-	-	-	-	145	31	51	-	124	104	
	4%	4%	4%	5%	4%	3%	5%	3%	4%	5%	-	-	-	4%	*	-	-	-	-	22%	4%	6%	-	4%	4%	
	nopqrv												nopqrv							xmnopqrv	nopqrv	nopqrv				
West Midlands	212	69	60	83	32	37	26	33	38	45	-	-	-	212	-	-	-	212	-	-	-	-	-	107	105	
	4%	7%	4%	3%	7%	7%	4%	4%	4%	3%	-	-	-	4%	-	-	-	49%	-	-	-	-	-	4%	5%	
	cinoprstuv	xbcfghi			xbcfghi	xbcfghi							noprstuv							xmnoprstuv						
Greater Manchester	199	53	74	73	23	29	29	45	32	40	-	-	-	199	2	193	2	2	-	-	-	-	-	100	99	
	4%	5%	5%	3%	5%	6%	4%	5%	4%	2%	-	-	-	4%	1%	29%	*	*	-	-	-	-	-	4%	4%	
	cinpqrstuv	xci	ci		i	xci	i	ci					npqrstuv	tu	mnopqrstuv											
West Yorkshire	195	44	49	102	23	21	16	33	44	58	-	-	-	195	1	4	187	2	1	-	1	-	*	93	102	
	4%	4%	3%	4%	5%	4%	2%	4%	5%	4%	-	-	-	4%	*	1%	38%	1%	*	-	*	-	*	3%	4%	
	noqrstuv												noqrstuv							xmnopqrstuv						
Lancashire	190	23	65	102	7	15	21	44	38	64	-	-	-	190	*	189	-	-	1	-	-	-	-	84	106	
	4%	2%	4%	4%	2%	3%	3%	5%	4%	4%	-	-	-	4%	*	28%	-	-	*	-	-	-	-	3%	5%	
	adnpqrstuvAC		ad	ad				ad	d	d			npqrstuv							xmnopqrstuv					xAC	
Kent	185	35	50	101	18	16	17	33	31	70	-	-	-	185	-	-	-	-	-	-	30	156	-	105	80	
	4%	4%	3%	4%	4%	3%	3%	4%	3%	4%	-	-	-	4%	-	-	-	-	-	-	4%	18%	-	4%	3%	
	nopqrsuv												nopqrsuv								xmnopqrsuv	mnopqrsuv	mnopqrsuv			
Norfolk	181	27	82	71	10	17	34	48	14	58	-	-	-	181	-	-	-	-	-	179	-	1	-	90	91	
	4%	3%	5%	3%	2%	3%	5%	5%	2%	4%	-	-	-	4%	-	-	-	-	-	27%	-	*	-	3%	4%	
	chnopqrtuv		xacd	h		h	xacd	xacd		ch			chnopqrtuv							xmnopqrtuv						
Hampshire	165	21	53	91	12	10	22	32	33	58	-	-	-	165	2	1	-	-	-	-	*	158	4	89	76	
	3%	2%	3%	4%	2%	2%	3%	3%	4%	4%	-	-	-	3%	1%	*	-	-	-	-	*	18%	1%	3%	3%	
	aeopqrstv												opqrstv								xmnopqrstv					
Devon	151	15	51	85	8	7	15	36	33	53	-	-	-	151	-	-	-	-	-	-	-	-	151	64	87	
	3%	2%	3%	3%	2%	1%	2%	4%	4%	3%	-	-	-	3%	-	-	-	-	-	-	-	-	27%	2%	4%	
	aenopqrstuvAC		ae	ae				ae	ae	ae			npqrstuv											xmnopqrstuv	xACF	
Surrey	129	21	27	81	12	9	14	13	18	63	-	-	-	129	-	-	-	-	-	-	36	91	2	84	45	
	3%	2%	2%	3%	2%	2%	2%	1%	2%	4%	-	-	-	3%	-	-	-	-	-	-	5%	11%	*	3%	2%	
	bnopqrsuvBE			xbg						xabeg			bnopqrsuv								xmnopqrsuv	mnopqrsuv	mnopqrsuv		CE	E
Hertfordshire	125	22	50	53	11	11	19	31	15	38	-	-	-	125	-	2	-	1	-	74	9	39	-	86	39	
	2%	2%	3%	2%	2%	2%	3%	3%	2%	2%	-	-	-	2%	-	*	-	*	-	11%	1%	5%	-	3%	2%	
	opqrvBF												opqrv							xmnopqrv	pv	xmnopqrv			xBF	
Merseyside	123	25	39	60	4	20	27	13	28	31	-	-	-	123	1	123	-	-	-	-	-	-	-	74	49	
	2%	2%	2%	2%	1%	4%	4%	1%	3%	2%	-	-	-	2%	*	18%	-	-	-	-	-	-	-	3%	2%	
	pqrstuv	d	g			xadgi	xbcdgi		d				pqrstuv								xmnopqrstuv					
South Yorkshire	120	31	35	54	17	13	15	21	17	36	-	-	-	120	-	3	113	-	*	-	1	1	1	72	48	
	2%	3%	2%	2%	4%	3%	2%	2%	2%	2%	-	-	-	2%	-	*	23%	-	*	-	*	*	*	3%	2%	
	oqrstuv												oqrstuv								xmnopqrstuv					
North Yorkshire	116	23	35	58	14	9	13	23	18	40	-	-	-	116	26	-	89	2	-	-	-	-	-	79	37	
	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	-	-	-	2%	10%	-	18%	*	-	-	-	-	-	3%	2%	
	oqrstuvB												oqrstuv	xmoqrstuv							xmnopqrstuv				xBE	
Suffolk	111	13	40	58	6	7	12	29	13	45	-	-	-	111	-	-	-	-	1	107	-	3	-	42	68	
	2%	1%	3%	2%	1%	1%	2%	3%	1%	3%	-	-	-	2%	-	-	-	-	*	16%	-	*	-	2%	3%	
	aopqrstuvAC							a	a				opqrstuv								xmnopqrstuv				xACF	
Nottinghamshire	105	17	39	49	11	6	24	14	15	34	-	-	-	105	-	-	4	-	101	-	-	-	-	60	45	
	2%	2%	2%	2%	2%	1%	4%	2%	2%	2%	-	-	-	2%	-	-	1%	-	24%	-	-	-	-	2%	2%	
	oqstuv		g				xabcegh						oqstuv			tu				xmnopqstuv						

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 9

D4a_eng. Which county do you live in?
Base: All respondents (England)

	Total (x)	Age									Region											ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)
Weighted Base	5097	983	1575	2540	465	517	647	928	913	1627	**	**	**	5097	246	676	491	430	430	676	737	860	553	2774	2323
Derbyshire	104	16	32	56	5	11	15	18	29	27	-	-	-	104	-	2	2	-	100	-	-	-	-	46	59
	2%	2%	2%	2%	1%	2%	2%	2%	3%	2%	-	-	-	2%	-	*	*	-	23%	-	-	-	-	2%	3%
Cambridgeshire	101	12	34	54	5	7	13	22	20	35	-	-	-	101	-	-	-	-	1	97	1	2	-	56	45
	2%	1%	2%	2%	1%	1%	2%	2%	2%	2%	-	-	-	2%	-	-	-	-	*	14%	*	*	-	2%	2%
Lincolnshire	95	8	24	63	-	8	9	15	15	48	-	-	-	95	2	-	27	1	59	4	1	-	-	44	50
	2%	1%	2%	2%	-	1%	1%	2%	2%	3%	-	-	-	2%	1%	-	6%	*	14%	1%	*	-	-	2%	2%
Tyne & Wear	93	17	33	43	9	8	20	13	27	17	-	-	-	93	91	-	-	-	-	-	1	-	-	51	42
	2%	2%	2%	2%	2%	2%	3%	1%	3%	1%	-	-	-	2%	37%	-	-	-	-	-	*	-	-	2%	2%
County Durham	88	13	28	48	6	7	7	21	21	27	-	-	-	88	87	-	1	-	-	-	-	-	-	38	50
	2%	1%	2%	2%	1%	1%	1%	2%	2%	2%	-	-	-	2%	35%	-	*	-	-	-	-	-	-	1%	2%
West Sussex	84	19	21	45	12	8	8	13	19	25	-	-	-	84	-	1	-	-	-	-	-	81	2	43	41
	2%	2%	1%	2%	2%	1%	1%	1%	2%	2%	-	-	-	2%	-	*	-	-	-	-	-	9%	*	2%	2%
Berkshire	81	30	18	33	18	12	7	11	12	21	-	-	-	81	2	1	-	2	-	-	-	73	3	57	24
	2%	3%	1%	1%	4%	2%	1%	1%	1%	1%	-	-	-	2%	1%	*	-	1%	-	-	-	8%	1%	2%	1%
Leicestershire	81	18	26	37	9	9	14	12	12	25	-	-	-	81	-	-	-	*	80	-	-	-	-	38	43
	2%	2%	2%	1%	2%	2%	2%	1%	1%	2%	-	-	-	2%	-	-	-	*	19%	-	-	-	-	1%	2%
Northamptonshire	81	15	30	35	1	14	16	14	15	20	-	-	-	81	-	-	-	1	75	4	-	1	-	50	31
	2%	2%	2%	1%	*	3%	3%	1%	2%	1%	-	-	-	2%	-	-	-	*	17%	1%	-	*	-	2%	1%
Cheshire	77	9	24	45	4	5	5	19	16	28	-	-	-	77	-	77	-	-	-	-	-	-	-	40	37
	2%	1%	2%	2%	1%	1%	1%	2%	2%	2%	-	-	-	2%	-	11%	-	-	-	-	-	-	-	1%	2%
East Sussex	75	16	26	33	10	6	9	17	14	19	-	-	-	75	-	-	-	*	-	-	-	74	-	35	40
	1%	2%	2%	1%	2%	1%	1%	2%	1%	1%	-	-	-	1%	-	-	-	*	-	-	-	9%	-	1%	2%
Bedfordshire	74	25	31	19	9	16	17	13	9	10	-	-	-	74	-	-	-	-	1	59	1	10	3	36	38
	1%	3%	2%	1%	2%	3%	3%	1%	1%	1%	-	-	-	1%	-	-	-	-	*	9%	*	1%	*	1%	2%
Staffordshire	73	11	23	39	5	6	4	19	15	24	-	-	-	73	-	7	-	64	3	-	-	-	-	35	39
	1%	1%	1%	2%	1%	1%	1%	2%	2%	1%	-	-	-	1%	-	1%	-	15%	1%	-	-	-	-	1%	2%
Dorset	72	7	18	47	-	7	12	6	14	33	-	-	-	72	-	2	-	-	-	-	-	5	65	29	43
	1%	1%	1%	2%	-	1%	2%	1%	2%	2%	-	-	-	1%	-	*	-	-	-	-	-	1%	12%	1%	2%
Wiltshire	72	6	27	39	4	3	8	19	13	26	-	-	-	72	-	-	-	-	-	-	-	-	72	44	28
	1%	1%	2%	2%	1%	1%	1%	2%	1%	2%	-	-	-	1%	-	-	-	-	-	-	-	-	-	2%	1%
Cumbria	67	3	14	50	-	3	1	13	10	40	-	-	-	67	-	67	-	-	-	-	-	-	-	32	35
	1%	*	1%	2%	-	1%	*	1%	1%	2%	-	-	-	1%	-	10%	-	-	-	-	-	-	-	1%	2%
East Riding of Yorkshire	64	9	24	32	5	4	10	13	5	27	-	-	-	64	-	-	64	-	-	-	-	-	-	39	26
	1%	1%	2%	1%	1%	1%	2%	1%	1%	2%	-	-	-	1%	-	-	13%	-	-	-	-	-	-	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 9

D4a_eng. Which county do you live in?
Base: All respondents (England)

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Weighted Base	5097	983	1575	2540	465	517	647	928	913	1627	-**	-**	-**	5097	246	676	491	430	430	676	737	860	553	2774	2323
Somerset	61	7	11	42	2	5	5	7	12	30	-	-	-	61	-	-	-	-	-	-	-	-	61	31	30
	1%	1%	1%	2%	*	1%	1%	1%	1%	2%	-	-	-	1%	-	-	-	-	-	-	-	-	11%	1%	1%
	oqstu			x						xab				oqstu									xmnopqrstu		
Bristol	59	28	17	15	17	11	10	7	7	8	-	-	-	59	2	-	-	-	1	-	2	-	55	42	18
	1%	3%	1%	1%	4%	2%	2%	1%	1%	*	-	-	-	1%	1%	-	-	-	*	-	*	-	10%	2%	1%
	cioqstuB	xbcg	ghi		xbcg	ghi	xcgi	ci						oqstu									xmnopqrstu		
Cornwall	58	1	20	37	-	1	2	18	11	26	-	-	-	58	-	-	-	-	-	-	1	1	57	25	34
	1%	*	1%	1%	-	*	*	2%	1%	2%	-	-	-	1%	-	-	-	-	-	-	*	*	10%	1%	1%
	aeostuC	ad	f	ade				ade	a	ade				ostu									xmnopqrstu	C	C
Shropshire	56	4	17	36	4	-	5	12	15	21	-	-	-	56	-	-	-	54	2	-	-	-	-	28	28
	1%	*	1%	1%	1%	-	1%	1%	2%	1%	-	-	-	1%	-	-	-	13%	*	-	-	-	-	1%	1%
	aeostu	e	ae					e	ae	e				ostu				xmnoprstuv							
Buckinghamshire	53	15	3	34	8	7	3	-	11	23	-	-	-	53	-	-	*	-	1	3	-	48	1	28	25
	1%	2%	*	1%	2%	1%	*	-	1%	1%	-	-	-	1%	-	-	*	-	*	*	-	6%	*	1%	1%
	bgot	bg		bg	bg	bg			bg	bg				ot									xmnopqrstuv		
Oxfordshire	45	10	12	24	7	3	7	5	13	11	-	-	-	45	-	-	-	3	-	-	6	37	-	26	19
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	-	-	-	1%	-	-	-	1%	-	-	1%	4%	-	1%	1%
																							xmnopqrstuv		
Gloucestershire	39	7	13	19	1	6	4	9	5	14	-	-	-	39	-	-	-	2	-	-	-	-	37	25	14
	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	-	-	-	1%	-	-	-	*	-	-	-	-	7%	1%	1%
	u													u									xmnopqrstu	D	
Worcestershire	38	6	12	21	2	4	2	10	4	16	-	-	-	38	-	-	-	38	-	-	-	-	-	20	17
	1%	1%	1%	1%	*	1%	*	1%	*	1%	-	-	-	1%	-	-	-	9%	-	-	-	-	-	1%	1%
	u													u				xmnoprstuv							
Warwickshire	36	6	5	24	4	3	1	4	10	15	-	-	-	36	-	-	-	36	-	-	-	-	-	11	24
	1%	1%	*	1%	1%	1%	*	*	1%	1%	-	-	-	1%	-	-	-	8%	-	-	-	-	-	*D	1%
	AD																						xmnoprstuv		xAD
Northumberland	28	5	9	15	1	3	*	8	2	13	-	-	-	28	28	-	-	-	-	-	-	-	-	14	14
	1%	*	1%	1%	*	1%	*	1%	*	1%	-	-	-	1%	12%	-	-	-	-	-	-	-	-	1%	1%
																							xmnopqrstuv		
South Gloucestershire	27	5	7	14	3	2	1	6	6	8	-	-	-	27	-	-	-	1	-	-	-	-	25	12	15
	1%	1%	*	1%	1%	*	*	1%	1%	1%	-	-	-	1%	-	-	-	*	-	-	-	-	5%	*	1%
																							xmnopqrstu		
Isle of Wight	20	-	6	14	-	-	3	3	7	7	-	-	-	20	-	-	-	-	-	-	-	20	-	10	10
	*	-	*	1%	-	-	1%	*	1%	*	-	-	-	*	-	-	-	-	-	-	-	2%	-	*	*
				a					a														xmnopqrstuv		
Herefordshire	15	1	2	13	-	1	1	1	1	12	-	-	-	15	-	2	-	6	1	3	1	2	-	8	7
	*	*	*	1%	-	*	*	*	*	1%	-	-	-	*	-	*	-	2%	*	*	*	*	-	*	*
																							xmnopqrstu		
North Somerset	13	*	3	10	*	-	-	3	3	6	-	-	-	13	-	-	-	-	-	-	-	-	13	6	8
	*	*	*	*	*	-	-	*	*	*	-	-	-	*	-	-	-	-	-	-	-	-	2%	*	*
																							xmnopqrstu		
Rutland	1	-	1	1	-	-	-	1	1	-	-	-	-	1	-	-	-	-	1	-	-	-	-	1	1
	*	-	*	*	-	-	-	*	*	-	-	-	-	*	-	-	-	-	*xm	-	-	-	-	*	*

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F
 Overlap formulae used. ** very small base (under 30) ineligible for sig testing

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 10
D4a_eng. Which county do you live in?
Base: All respondents (England)

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover			
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)	
Unweighted Base	3799	3255	508	2370	1429	1126	303	1719	2080	954	776	515	1990	-	-	1111	2592	409	753	305	328	277	51	2868	931	
Weighted Base	5097	4574	470	3254	1843	1550	293	2190	2907	1247	998	708	2743	**	**	636	4315	218	446	175	188	158	30*	3911	1186	
Greater London	627	447	169	469	158	128	29	549	78	171	157	94	293	-	-	52	557	19	35	16	17	14	3	499	128	
	12%	10%	36%	14%	9%	8%	10%	25%	3%	14%	16%	13%	11%	-	-	8%	13%	9%	8%	9%	9%	9%	9%	13%	11%	
Essex	228	211	11	145	82	71	12	94	134	46	43	31	135	-	-	37	182	11	26	8	9	8	1	185	43	
	4%	5%	2%	4%	4%	5%	4%	4%	5%	4%	4%	4%	5%	-	-	6%	4%	5%	6%	4%	5%	5%	4%	5%	4%	
West Midlands	212	174	35	162	50	43	8	140	72	50	69	30	94	-	-	24	184	11	17	7	9	7	2	156	56	
	4%	4%	7%	5%	3%	3%	3%	6%	2%	4%	7%	4%	3%	-	-	4%	4%	5%	4%	4%	5%	4%	7%	4%	5%	
Greater Manchester	199	174	25	154	46	34	11	105	94	53	42	33	94	-	-	18	174	10	14	5	10	8	2	165	34	
	4%	4%	5%	5%	2%	2%	4%	5%	3%	4%	4%	5%	3%	-	-	3%	4%	5%	3%	3%	5%	5%	6%	4%	3%	
West Yorkshire	195	168	24	111	84	71	13	79	116	50	28	24	104	-	-	29	152	9	22	6	7	6	2	146	49	
	4%	4%	5%	3%	5%	5%	4%	4%	4%	4%	3%	3%	4%	-	-	5%	4%	4%	5%	3%	4%	4%	6%	4%	4%	
Lancashire	190	182	8	115	75	62	14	58	132	53	36	31	89	-	-	21	166	5	15	6	7	5	2	143	47	
	4%	4%	2%	4%	4%	4%	5%	3%	5%	4%	4%	4%	3%	-	-	3%	4%	2%	3%	4%	4%	3%	7%	4%	4%	
Kent	185	176	6	110	76	67	8	56	129	37	28	22	116	-	-	26	151	10	19	7	8	7	1	144	41	
	4%	4%	1%	3%	4%	4%	3%	3%	4%	3%	3%	3%	4%	-	-	4%	4%	5%	4%	4%	4%	4%	2%	4%	3%	
Norfolk	181	174	7	121	59	50	10	55	126	48	38	22	98	-	-	21	153	4	20	3	6	5	1	127	54	
	4%	4%	1%	4%	3%	3%	3%	2%	4%	4%	4%	3%	4%	-	-	3%	4%	2%	4%	2%	3%	3%	2%	3%	5%	
Hampshire	165	155	8	97	68	56	12	59	106	42	28	29	89	-	-	19	140	9	13	6	8	6	2	131	34	
	3%	3%	2%	3%	4%	4%	4%	3%	4%	3%	3%	4%	3%	-	-	3%	3%	4%	3%	3%	4%	4%	6%	3%	3%	
Devon	151	148	3	91	60	57	3	45	106	22	29	29	107	-	-	22	129	6	16	8	7	7	-	121	30	
	3%	3%	1%	3%	3%	4%	1%	2%	4%	2%	3%	4%	4%	-	-	3%	3%	3%	4%	5%	4%	4%	-	3%	3%	
Surrey	129	119	9	70	59	52	7	40	89	50	20	7	62	-	-	13	111	5	9	4	3	3	1	110	19	
	3%	3%	2%	2%	3%	3%	2%	2%	3%	4%	2%	1%	2%	-	-	2%	3%	2%	2%	2%	2%	2%	2%	2%	3%	2%
Hertfordshire	125	116	3	85	40	36	4	42	83	19	36	16	72	-	-	16	104	4	13	4	5	4	1	101	24	
	2%	3%	1%	3%	2%	2%	1%	2%	3%	2%	4%	2%	3%	-	-	3%	2%	2%	3%	2%	2%	2%	4%	3%	2%	
Merseyside	123	109	14	81	43	30	13	80	44	19	29	16	77	-	-	19	99	5	13	3	3	3	-	100	24	
	2%	2%	3%	2%	2%	2%	4%	4%	2%	2%	3%	2%	3%	-	-	3%	2%	2%	3%	1%	1%	2%	-	3%	2%	
South Yorkshire	120	107	12	75	45	39	6	57	63	26	23	10	65	-	-	16	100	4	11	7	4	4	-	77	43	
	2%	2%	2%	2%	2%	3%	2%	3%	2%	2%	2%	1%	2%	-	-	3%	2%	2%	3%	4%	2%	3%	-	2%	4%	
North Yorkshire	116	106	10	78	38	37	2	46	70	32	21	15	63	-	-	14	99	5	10	3	4	3	1	91	25	
	2%	2%	2%	2%	2%	2%	1%	2%	2%	3%	2%	2%	2%	-	-	2%	2%	2%	2%	2%	2%	2%	4%	2%	2%	
Suffolk	111	108	3	64	47	42	5	17	94	20	12	25	62	-	-	12	99	3	9	3	3	3	-	86	25	
	2%	2%	1%	2%	3%	3%	2%	1%	3%	2%	1%	4%	2%	-	-	2%	2%	1%	2%	2%	2%	2%	-	2%	2%	
Nottinghamshire	105	100	6	57	49	40	9	44	61	26	19	6	63	-	-	11	92	3	7	4	3	3	-	70	35	
	2%	2%	1%	2%	3%	3%	3%	2%	2%	2%	2%	1%	2%	-	-	2%	2%	1%	2%	2%	2%	2%	-	2%	3%	

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f - x/g/h - x/i/j/k/l - x/m/n - x/o/p/q/r/s - x/t/u/v - x/y/z
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 10

D4a_eng. Which county do you live in?
Base: All respondents (England)

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Weighted Base	5097	4574	470	3254	1843	1550	293	2190	2907	1247	998	708	2743	-**	-**	636	4315	218	446	175	188	158	30*	3911	1186
Derbyshire	104	100	3	66	38	29	9	26	79	22	24	8	59	-	-	14	89	6	10	3	4	3	1	80	24
	2%	2%	1%	2%	2%	2%	3%	1%	3%	2%	2%	1%	2%	-	-	2%	2%	3%	2%	2%	2%	2%	4%	2%	2%
	bg	b							xg																
Cambridgeshire	101	95	4	60	41	34	6	24	77	20	11	23	55	-	-	15	84	5	10	4	4	2	2	69	32
	2%	2%	1%	2%	2%	2%	2%	1%	3%	2%	1%	3%	2%	-	-	2%	2%	2%	2%	2%	2%	2%	7%	2%	3%
	g								xg			j									u		xu		
Lincolnshire	95	94	1	47	48	40	8	32	63	37	11	9	47	-	-	13	82	4	8	4	2	2	1	69	25
	2%	2%	*	1%	3%	3%	3%	1%	2%	3%	1%	1%	2%	-	-	2%	2%	2%	2%	2%	1%	1%	2%	2%	2%
	bc	xb			xc	c				xjl															
Tyne & Wear	93	77	13	63	29	23	6	54	38	29	16	10	46	-	-	17	71	8	12	5	7	6	1	72	21
	2%	2%	3%	2%	2%	2%	2%	2%	1%	2%	2%	1%	2%	-	-	3%	2%	4%	3%	3%	4%	4%	4%	2%	2%
	h							xh		xp						xp		x			x	x			
County Durham	88	83	3	59	29	22	8	39	50	19	12	24	46	-	-	11	75	6	7	3	5	4	1	69	19
	2%	2%	1%	2%	2%	1%	3%	2%	2%	1%	1%	3%	2%	-	-	2%	2%	3%	2%	2%	2%	3%	2%	2%	2%
												xijl													
West Sussex	84	82	2	58	27	23	4	33	52	15	14	10	52	-	-	9	72	3	6	2	3	3	1	64	20
	2%	2%	*	2%	1%	1%	1%	2%	2%	1%	1%	1%	2%	-	-	1%	2%	2%	1%	1%	2%	2%	2%	2%	2%
	b	b																							
Berkshire	81	66	15	56	25	21	4	36	45	21	15	7	45	-	-	7	71	2	4	2	1	1	-	63	18
	2%	1%	3%	2%	1%	1%	1%	2%	2%	2%	2%	1%	2%	-	-	1%	2%	1%	1%	1%	1%	1%	-	2%	2%
			xa																						
Leicestershire	81	70	9	47	34	27	7	34	47	25	20	14	33	-	-	6	73	3	5	2	2	2	*	60	21
	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	1%	-	-	1%	2%	1%	1%	1%	1%	1%	1%	2%	2%
Northamptonshire	81	74	7	56	25	21	4	20	61	23	20	10	40	-	-	11	67	4	8	2	3	3	-	55	25
	2%	2%	1%	2%	1%	1%	1%	1%	2%	2%	2%	1%	1%	-	-	2%	2%	2%	2%	1%	2%	2%	-	1%	2%
									xg																
Cheshire	77	75	2	48	29	27	2	22	55	16	16	10	46	-	-	9	69	2	7	3	2	2	-	67	11
	2%	2%	*	1%	2%	2%	1%	1%	2%	1%	2%	1%	2%	-	-	1%	2%	1%	1%	2%	1%	1%	-	2%	1%
	bg								g																
East Sussex	75	70	5	44	31	22	9	39	36	19	12	12	44	-	-	9	62	3	7	3	2	2	-	46	29
	1%	2%	1%	1%	2%	1%	3%	2%	1%	2%	1%	2%	2%	-	-	1%	1%	1%	1%	2%	1%	2%	-	1%	2%
	y						xc																		xy
Bedfordshire	74	56	16	61	13	11	3	44	30	14	26	6	38	-	-	7	65	3	5	1	2	2	1	55	19
	1%	1%	3%	2%	1%	1%	1%	2%	1%	1%	3%	1%	1%	-	-	1%	2%	1%	1%	*	1%	1%	2%	1%	2%
	adeh		xa	xde				xh				xikl													
Staffordshire	73	73	1	47	26	24	2	18	56	13	14	8	42	-	-	13	61	5	7	3	2	2	1	59	15
	1%	2%	*	1%	1%	2%	1%	1%	2%	1%	1%	1%	2%	-	-	2%	1%	2%	2%	2%	1%	1%	2%	1%	1%
	bg	b							xg																
Dorset	72	72	1	43	30	30	-	25	47	17	11	11	43	-	-	5	67	3	2	2	2	2	1	58	15
	1%	2%	*	1%	2%	2%	-	1%	2%	1%	1%	2%	2%	-	-	1%	2%	1%	*	1%	1%	1%	2%	1%	1%
	bor	b				f																			
Wiltshire	72	71	1	45	27	25	2	12	60	22	11	8	41	-	-	8	64	3	6	6	5	4	1	48	24
	1%	2%	*	1%	1%	2%	1%	1%	2%	2%	1%	1%	2%	-	-	1%	1%	2%	1%	4%	3%	3%	2%	1%	2%
	bg	b							xg											xopr					
Cumbria	67	66	2	29	38	35	3	9	58	11	7	5	47	-	-	10	55	3	6	2	2	2	-	62	5
	1%	1%	*	1%	2%	2%	1%	*	2%	1%	1%	1%	2%	-	-	2%	1%	1%	1%	1%	1%	2%	-	2%	*
	bcgz			xc	xc				xg			j													xz
East Riding of Yorkshire	64	62	3	32	32	27	5	18	46	12	14	9	36	-	-	7	53	2	5	2	1	1	-	49	16
	1%	1%	1%	1%	2%	2%	2%	1%	2%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	-	1%	1%
	g																								

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f - x/g/h - x/i/j/k/l - x/m/n - x/o/p/q/r/s - x/t/u/v - x/y/z
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 10
D4a_eng. Which county do you live in?
Base: All respondents (England)

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Weighted Base	5097	4574	470	3254	1843	1550	293	2190	2907	1247	998	708	2743	-**	-**	636	4315	218	446	175	188	158	30*	3911	1186
Somerset	61	60	*	27	34	28	6	11	49	20	5	10	29	-	-	12	48	3	6	6	2	2	*	45	16
	1%	1%	*	1%	2%	2%	2%	1%	2%	2%	1%	1%	1%	-	-	2%	1%	1%	1%	3%	1%	1%	1%	1%	1%
	bcg	b		xc	c				xg						xpr				xpqr						
Bristol	59	47	12	49	10	5	5	47	13	14	19	6	26	-	-	5	54	3	3	1	1	1	-	42	17
	1%	1%	3%	2%	1%	*	2%	2%	*	1%	2%	1%	1%	-	-	1%	1%	2%	1%	*	1%	1%	-	1%	1%
	deh		xa	xde	e		de	xh																	
Cornwall	58	58	-	28	30	23	6	10	48	20	3	16	26	-	-	17	40	6	12	7	7	7	-	44	14
	1%	1%	-	1%	2%	2%	2%	*	2%	2%	*	2%	1%	-	-	3%	1%	3%	3%	4%	4%	4%	-	1%	1%
	bgjp	b							xg	j		xjl			xp		xp	xp	xp	x	x				
Shropshire	56	55	1	33	23	21	2	13	43	12	12	11	32	-	-	6	50	1	5	2	1	1	-	41	15
	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	-	-	1%	1%	*	1%	1%	*	1%	-	1%	1%
	bg								xg																
Buckinghamshire	53	42	8	26	26	24	3	11	42	11	2	5	36	-	-	8	43	3	4	1	1	1	-	34	18
	1%	1%	2%	1%	1%	2%	1%	*	1%	1%	*	1%	1%	-	-	1%	1%	1%	1%	1%	*	*	-	1%	2%
	gj								xg				j												
Oxfordshire	45	41	2	29	16	13	3	15	30	9	9	5	33	-	-	6	36	2	3	2	1	1	1	34	11
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	*	2%	1%	1%
Gloucestershire	39	36	3	26	13	12	1	8	31	14	6	8	14	-	-	6	33	2	4	2	1	1	1	34	5
	1%	1%	1%	1%	1%	1%	*	*	1%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	*	2%	1%	*
	g								g																
Worcestershire	38	38	-	19	19	18	1	8	29	12	6	1	23	-	-	6	31	2	4	3	2	2	1	29	9
	1%	1%	-	1%	1%	1%	*	*	1%	1%	1%	*	1%	-	-	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%
	g								g																
Warwickshire	36	33	1	18	18	15	3	5	31	10	4	7	21	-	-	8	27	1	8	-	1	1	-	25	11
	1%	1%	*	1%	1%	1%	1%	*	1%	1%	*	1%	1%	-	-	1%	1%	*	2%	-	*	*	-	1%	1%
	g								xg																
Northumberland	28	28	1	12	17	14	2	2	26	6	4	3	18	-	-	8	18	3	6	2	4	3	1	19	10
	1%	1%	*	*	1%	1%	1%	*	1%	*	*	*	1%	-	-	1%	*	2%	1%	1%	2%	2%	4%	*	1%
	cgp								xg																
South Gloucestershire	27	27	-	12	15	8	6	6	21	11	7	1	10	-	-	2	24	1	2	1	1	1	-	22	5
	1%	1%	-	*	1%	1%	2%	*	1%	1%	1%	*	*	-	-	*	1%	*	*	1%	*	*	-	1%	*
					e		xcde																		
Isle of Wight	20	20	-	13	7	5	2	-	20	5	2	6	11	-	-	3	17	1	2	1	1	1	-	17	3
	*g	*	-	*	*	*	1%	-	1%	*	*	1%	*	-	-	*	*	1%	*	*	1%	1%	-	*	*
									xg																
Herefordshire	15	15	1	7	8	8	-	4	12	5	1	2	8	-	-	3	12	1	3	-	-	-	-	11	4
	*	*	*	*	*	1%	-	*	*	*	*	*	*	-	-	1%	*	*	1%	-	-	-	-	*	*
North Somerset	13	13	-	9	4	2	2	1	13	-	6	2	10	-	-	2	11	1	1	*	*	*	-	13	-
	*g	*	-	*	*	*	1%	*	*g	-	1%	*	*	-	-	*	*	1%	*	*	*	*	-	*	-
Rutland	1	1	-	1	1	-	1	-	1	1	-	-	-	-	-	1	-	1	1	-	-	-	-	1	-
	*	*	-	*	*	-	*	-	*	*	-	-	-	-	-	*xp	-	*xp	*xp	-	-	-	-	*	-

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f - x/g/h - x/i/j/k/l - x/m/n - x/o/p/q/r/s - x/t/u/v - x/y/z
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 11
D4a_sco. Which county do you live in?
Base: All respondents (Scotland)

	Total (x)	Age								Region												ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)
Unweighted Base	802	82	227	493	28	54	106	121	178	315	802	-	-	-	-	-	-	-	-	-	-	-	-	536	266
Weighted Base	490	28*	124	338	13**	15*	51*	73*	127	211	490	-.**	-.**	-.**	-.**	-.**	-.**	-.**	-.**	-.**	-.**	-.**	-.**	354	136
Aberdeenshire	55	3	15	37	2	1	8	8	16	20	55	-	-	-	-	-	-	-	-	-	-	-	-	44	10
	11%	10%	12%	11%	14%	7%	15%	10%	13%	10%	11%	-	-	-	-	-	-	-	-	-	-	-	-	13%	7%
F																								F	F
Midlothian	39	3	8	28	2	1	5	2	13	15	39	-	-	-	-	-	-	-	-	-	-	-	-	31	8
	8%	11%	6%	8%	15%	7%	10%	3%	10%	7%	8%	-	-	-	-	-	-	-	-	-	-	-	-	9%	6%
Lanarkshire	36	6	10	20	3	3	7	3	7	14	36	-	-	-	-	-	-	-	-	-	-	-	-	26	10
	7%	21%	8%	6%	23%	19%	14%	4%	5%	6%	7%	-	-	-	-	-	-	-	-	-	-	-	-	7%	7%
		xbcghi	g		xbcghi	xbcghi																			
Highland	35	1	9	25	1	-	4	5	12	13	35	-	-	-	-	-	-	-	-	-	-	-	-	24	11
	7%	3%	7%	7%	7%	-	8%	7%	9%	6%	7%	-	-	-	-	-	-	-	-	-	-	-	-	7%	8%
Fife	32	*	9	23	*	-	3	6	4	19	32	-	-	-	-	-	-	-	-	-	-	-	-	24	8
	7%	*	7%	7%	1%	-	7%	8%	3%	9%	7%	-	-	-	-	-	-	-	-	-	-	-	-	7%	6%
		a		h																					
Angus	28	4	8	16	1	3	3	5	4	12	28	-	-	-	-	-	-	-	-	-	-	-	-	16	12
	6%	13%	7%	5%	5%	20%	6%	7%	3%	5%	6%	-	-	-	-	-	-	-	-	-	-	-	-	5%	8%
		xchi			xbcfghi																				
Stirlingshire	23	1	3	18	1	*	2	1	6	12	23	-	-	-	-	-	-	-	-	-	-	-	-	15	7
	5%	5%	3%	5%	8%	2%	4%	2%	5%	6%	5%	-	-	-	-	-	-	-	-	-	-	-	-	4%	5%
South Lanarkshire	22	1	4	18	-	1	1	3	4	13	22	-	-	-	-	-	-	-	-	-	-	-	-	15	7
	5%	3%	3%	5%	-	5%	2%	4%	3%	6%	5%	-	-	-	-	-	-	-	-	-	-	-	-	4%	5%
Perth & Kinross	20	-	4	17	-	-	-	4	4	12	20	-	-	-	-	-	-	-	-	-	-	-	-	14	6
	4%	-	3%	5%	-	-	-	5%	3%	6%	4%	-	-	-	-	-	-	-	-	-	-	-	-	4%	5%
			f																						
Dumfries & Galloway	20	1	3	16	-	1	1	2	9	7	20	-	-	-	-	-	-	-	-	-	-	-	-	13	7
	4%	3%	2%	5%	-	5%	2%	2%	7%	3%	4%	-	-	-	-	-	-	-	-	-	-	-	-	4%	5%
									b																
Ayrshire	17	*	6	11	-	*	1	5	5	5	17	-	-	-	-	-	-	-	-	-	-	-	-	12	5
	3%	1%	5%	3%	-	3%	2%	7%	4%	2%	3%	-	-	-	-	-	-	-	-	-	-	-	-	3%	4%
			f																						E
Argyll & Bute	15	-	2	13	-	-	1	1	5	8	15	-	-	-	-	-	-	-	-	-	-	-	-	7	7
	3%	-	2%	4%	-	-	2%	2%	4%	4%	3%	-	-	-	-	-	-	-	-	-	-	-	-	2%	5%
Borders	14	*	4	10	-	*	2	2	6	5	14	-	-	-	-	-	-	-	-	-	-	-	-	11	4
	3%	1%	3%	3%	-	2%	4%	3%	5%	2%	3%	-	-	-	-	-	-	-	-	-	-	-	-	3%	3%
North Lanarkshire	13	*	7	6	*	*	4	4	3	3	13	-	-	-	-	-	-	-	-	-	-	-	-	10	4
	3%	1%	6%	2%	1%	1%	7%	5%	2%	1%	3%	-	-	-	-	-	-	-	-	-	-	-	-	3%	3%
			xc				xchi																		
Renfrewshire	13	-	3	10	-	-	1	2	5	6	13	-	-	-	-	-	-	-	-	-	-	-	-	10	3
	3%	-	2%	3%	-	-	2%	2%	4%	3%	3%	-	-	-	-	-	-	-	-	-	-	-	-	3%	2%
East Dunbartonshire	12	*	4	8	-	*	1	4	1	7	12	-	-	-	-	-	-	-	-	-	-	-	-	11	1
	2%	1%	3%	2%	-	2%	1%	5%	1%	3%	2%	-	-	-	-	-	-	-	-	-	-	-	-	3%	1%
West Lothian	12	1	4	8	*	1	1	3	1	7	12	-	-	-	-	-	-	-	-	-	-	-	-	8	4
	2%	4%	3%	2%	2%	5%	1%	4%	1%	3%	2%	-	-	-	-	-	-	-	-	-	-	-	-	2%	3%
						h																			

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 11
D4a_sco. Which county do you live in?
Base: All respondents (Scotland)

	Total (x)	Age								Region												ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)
Weighted Base	490	28*	124	338	13**	15*	51*	73*	127	211	490	_**	_**	_**	_**	_**	_**	_**	_**	_**	_**	_**	_**	354	136
Moray	8	1	2	5	-	1	1	1	2	3	8	-	-	-	-	-	-	-	-	-	-	-	-	7	2
	2%	5%	2%	1%	-	9%	2%	2%	2%	1%	2%	-	-	-	-	-	-	-	-	-	-	-	-	2%	1%
East Lothian	8	1	4	3	*	*	1	3	1	2	8	-	-	-	-	-	-	-	-	-	-	-	-	7	1
	2%	3%	4%	1%	3%	3%	2%	5%	1%	1%	2%	-	-	-	-	-	-	-	-	-	-	-	-	2%	1%
South Ayrshire	8	*	2	5	-	*	*	2	1	4	8	-	-	-	-	-	-	-	-	-	-	-	-	5	2
	2%	1%	2%	1%	-	1%	1%	3%	1%	2%	2%	-	-	-	-	-	-	-	-	-	-	-	-	1%	2%
East Ayrshire	7	*	*	6	*	-	*	-	4	3	7	-	-	-	-	-	-	-	-	-	-	-	-	7	*
	1%	1%	*	2%	1%	-	1%	-	3%	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	2%	*
North Ayrshire	6	*	2	4	*	-	*	1	3	2	6	-	-	-	-	-	-	-	-	-	-	-	-	4	2
	1%	1%	1%	1%	3%	-	1%	2%	2%	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	2%
Clackmannanshire	6	1	2	3	1	*	-	2	*	2	6	-	-	-	-	-	-	-	-	-	-	-	-	4	2
	1%	5%	2%	1%	10%	1%	-	3%	*	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	1%
Inverclyde	6	-	2	4	-	-	1	1	1	3	6	-	-	-	-	-	-	-	-	-	-	-	-	4	2
	1%	-	1%	1%	-	-	2%	1%	1%	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	2%
Shetland	6	-	1	5	-	-	*	1	-	5	6	-	-	-	-	-	-	-	-	-	-	-	-	4	1
	1%	-	1%	1%	-	-	1%	1%	-	2%	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	1%
East Renfrewshire	5	*	2	3	-	*	*	1	2	1	5	-	-	-	-	-	-	-	-	-	-	-	-	5	*
	1%	1%	1%	1%	-	2%	1%	2%	1%	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	*
West Dunbartonshire	5	*	2	3	*	-	1	1	1	2	5	-	-	-	-	-	-	-	-	-	-	-	-	4	1
	1%	1%	2%	1%	3%	-	2%	1%	1%	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	1%
Orkney	5	-	*	4	-	-	*	-	2	3	5	-	-	-	-	-	-	-	-	-	-	-	-	4	1
	1%	-	*	1%	-	-	1%	-	1%	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	1%
Dunbartonshire	4	-	1	3	-	-	-	1	1	2	4	-	-	-	-	-	-	-	-	-	-	-	-	3	1
	1%	-	1%	1%	-	-	-	1%	1%	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	1%
Kincardineshire	3	-	-	3	-	-	-	-	1	1	3	-	-	-	-	-	-	-	-	-	-	-	-	1	1
	1%	-	-	1%	-	-	-	-	1%	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	*	1%
Western Isles	2	*	-	2	-	*	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	*
	*	2%	-	*	-	3%	-	-	1%	-	*	-	-	-	-	-	-	-	-	-	-	-	-	1%	*
Banffshire	2	*	-	1	*	-	-	-	-	1	2	-	-	-	-	-	-	-	-	-	-	-	-	1	1
	*	2%	-	*	4%	-	-	-	-	1%	*	-	-	-	-	-	-	-	-	-	-	-	-	*	1%
Berwickshire	1	-	-	1	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
	*	-	-	*	-	-	-	-	1%	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	1%
Caithness	1	-	1	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
	*	-	*	-	-	-	-	1%	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	*

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 12
D4a_sco. Which county do you live in?
Base: All respondents (Scotland)

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	802	761	36	432	370	314	56	322	437	200	132	106	443	629	156	220	570	80	159	65	74	69	5	616	186
Weighted Base	490	475	13**	250	240	217	23*	137	324	107	65*	65*	299	316	166	58	425	19*	43	16*	18*	16*	2**	383	107
Aberdeenshire	55	53	1	31	24	23	1	14	40	8	6	8	40	24	30	4	49	2	3	1	2	2	1	47	8
11% mo	11%	11%	8%	12%	10%	10%	6%	10%	12%	8%	9%	13%	13%	8%	18%	7%	12%	13%	8%	5%	13%	11%	25%	12%	7%
Midlothian	39	36	3	22	17	15	2	30	5	12	5	3	22	38	1	4	34	2	3	1	1	1	-	30	9
8% hn	8%	8%	20%	9%	7%	7%	8%	22%	2%	12%	7%	4%	7%	12%	1%	7%	8%	11%	6%	5%	8%	9%	-	8%	8%
Lanarkshire	36	34	2	22	15	13	1	22	9	8	6	3	21	36	-	5	30	2	4	2	1	1	-	29	7
7% hn	7%	7%	13%	9%	6%	6%	6%	16%	3%	8%	9%	4%	7%	11%	-	9%	7%	8%	9%	10%	6%	7%	-	8%	7%
Highland	35	34	*	16	19	18	*	4	30	9	5	4	23	10	24	3	31	1	3	1	1	1	*	31	4
7% gm	7%	7%	3%	7%	8%	8%	2%	3%	9%	8%	8%	6%	8%	3%	14%	6%	7%	5%	7%	5%	8%	6%	16%	8%	4%
Fife	32	31	1	13	20	18	2	6	24	5	4	3	23	21	11	8	24	3	6	2	3	2	1	23	9
7% xp	7%	7%	7%	5%	8%	8%	7%	5%	7%	5%	6%	5%	8%	7%	6%	13%	6%	16%	14%	12%	16%	13%	37%	6%	8%
Angus	28	26	1	16	12	11	1	12	15	5	7	3	14	23	5	3	24	1	2	1	1	1	-	23	5
6% xh	6%	6%	8%	6%	5%	5%	3%	9%	5%	5%	10%	5%	5%	7%	3%	5%	6%	4%	5%	6%	4%	4%	-	6%	5%
Stirlingshire	23	23	-	11	12	12	1	3	16	4	2	*	18	16	7	3	20	1	1	1	*	*	-	14	9
5% gy	5%	5%	-	4%	5%	5%	2%	2%	5%	4%	3%	1%	6%	5%	4%	4%	5%	3%	2%	6%	1%	1%	-	4%	8%
South Lanarkshire	22	22	-	8	14	13	1	8	12	4	4	3	13	13	8	4	18	1	2	1	1	1	-	16	6
5% cgm	5%	5%	-	3%	6%	6%	6%	6%	4%	4%	6%	5%	4%	4%	5%	6%	4%	5%	5%	5%	3%	4%	-	4%	6%
Perth & Kinross	20	20	-	5	15	15	*	1	18	4	1	8	10	8	12	3	17	1	2	*	1	1	-	15	5
4% g	4%	4%	-	2%	6%	7%	2%	*	5%	3%	1%	12%	3%	3%	7%	5%	4%	6%	6%	3%	4%	4%	-	4%	5%
Dumfries & Galloway	20	20	-	9	11	10	1	2	18	4	-	1	14	5	13	3	17	-	2	1	*	*	-	17	3
4% gm	4%	4%	-	4%	4%	5%	4%	1%	6%	4%	-	2%	5%	2%	8%	5%	4%	-	5%	7%	3%	3%	-	4%	3%
Ayrshire	17	17	-	7	11	7	3	2	14	5	1	4	9	8	9	2	14	1	2	1	1	1	-	16	1
3% gm	3%	4%	-	3%	4%	3%	15%	1%	4%	4%	1%	5%	3%	3%	5%	4%	3%	4%	4%	3%	6%	7%	-	4%	1%
Argyll & Bute	15	14	1	8	7	5	2	-	14	4	1	-	10	6	8	2	13	1	1	1	1	1	-	13	2
3% gm	3%	3%	9%	3%	3%	2%	10%	-	4%	4%	2%	-	3%	2%	5%	4%	3%	4%	3%	5%	3%	4%	-	3%	2%
Borders	14	14	-	10	4	4	-	2	12	1	3	1	10	9	6	1	13	1	1	1	1	1	-	8	7
3% gy	3%	3%	-	4%	2%	2%	-	1%	4%	1%	5%	1%	3%	3%	3%	1%	3%	3%	1%	4%	4%	4%	-	2%	6%
North Lanarkshire	13	13	1	10	3	2	1	4	10	2	6	4	7	8	4	2	12	1	1	*	*	*	-	9	5
3% de	3%	3%	7%	4%	1%	1%	3%	3%	3%	2%	8%	6%	2%	3%	3%	3%	3%	3%	3%	1%	3%	3%	-	2%	4%
Renfrewshire	13	12	1	5	8	7	2	4	9	4	1	3	6	10	3	2	10	1	2	*	1	1	-	13	1
3% x	3%	3%	6%	2%	3%	3%	7%	3%	3%	3%	2%	4%	2%	3%	2%	3%	2%	6%	4%	1%	6%	7%	-	3%	*
East Dunbartonshire	12	12	*	6	6	6	-	5	8	1	3	2	8	11	1	*	12	*	*	*	*	*	-	11	2
2% o	2%	3%	3%	2%	3%	3%	-	3%	2%	1%	5%	3%	3%	3%	1%	1%	3%	1%	1%	1%	1%	1%	-	3%	2%
West Lothian	12	12	*	5	7	7	*	4	7	3	2	*	8	12	-	2	10	*	2	1	1	*	*	6	6
2% y	2%	2%	2%	2%	3%	3%	*	3%	2%	3%	3%	1%	3%	4%	-	3%	2%	1%	4%	4%	4%	1%	22%	2%	5%
														xn							u				xy

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f - x/g/h - x/i/j/k/l - x/m/n - x/o/p/q/r/s - x/t/u/v - x/y/z
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 12
D4a_sco. Which county do you live in?
Base: All respondents (Scotland)

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Weighted Base	490	475	13**	250	240	217	23*	137	324	107	65*	65*	299	316	166	58	425	19*	43	16*	18*	16*	2**	383	107
Moray	8	8	-	4	4	3	1	1	7	1	2	1	6	8	1	1	7	-	1	-	-	-	-	4	5
	2%	2%	-	2%	2%	1%	6%	1%	2%	1%	2%	2%	2%	2%	*	2%	2%	-	3%	-	-	-	-	1%	4%
East Lothian	8	8	*	7	2	2	-	3	5	2	1	1	4	8	*	1	7	*	1	-	*	*	-	6	2
	2%	2%	3%	3%	1%	1%	-	2%	2%	2%	2%	2%	1%	2%	*	2%	2%	1%	2%	-	1%	1%	-	2%	2%
South Ayrshire	8	7	*	4	3	3	*	1	5	5	1	-	3	8	-	*	7	*	-	-	-	-	-	7	1
	2%	2%	1%	2%	1%	1%	2%	1%	2%	4%	1%	-	1%	2%	-	*	2%	1%	-	-	-	-	-	2%	1%
East Ayrshire	7	7	-	6	1	1	-	*	6	-	*	*	7	1	6	1	6	-	*	1	-	-	-	6	1
	1%	1%	-	2%	1%	1%	-	*	2%	-	1%	*	2%	*	3%	1%	1%	-	*	4%	-	-	-	2%	1%
North Ayrshire	6	6	-	5	1	1	-	1	6	2	*	1	4	6	-	1	6	-	1	-	-	-	-	6	1
	1%	1%	-	2%	*	1%	-	1%	2%	1%	1%	2%	1%	2%	-	1%	1%	-	1%	-	-	-	-	1%	1%
Clackmannanshire	6	6	-	4	2	2	*	-	6	2	2	2	2	4	2	1	5	-	1	1	*	*	-	4	2
	1%	1%	-	1%	1%	1%	2%	-	2%	2%	3%	3%	1%	1%	1%	1%	1%	-	1%	4%	3%	3%	-	1%	2%
Inverclyde	6	6	-	4	2	2	-	3	2	2	1	1	3	6	-	*	5	-	*	-	-	-	-	4	2
	1%	1%	-	1%	1%	1%	-	2%	1%	2%	2%	2%	1%	2%	-	1%	1%	-	1%	-	-	-	-	1%	2%
Shetland	6	6	-	1	5	3	1	-	4	2	*	4	*	1	4	*	5	-	-	-	-	-	-	6	-
	1%	1%	-	*	2%	2%	5%	-	1%	1%	*	6%	*	*	3%	1%	1%	-	-	-	-	-	-	1%	-
East Renfrewshire	5	5	1	4	2	2	-	3	2	1	2	1	3	5	-	*	5	*	*	-	*	*	-	2	3
	1%	1%	7%	2%	1%	1%	-	2%	1%	1%	3%	1%	1%	2%	-	*	1%	1%	*	-	1%	1%	-	1%	3%
West Dunbartonshire	5	5	*	3	2	2	1	1	4	3	1	1	1	4	*	1	4	-	1	1	*	*	-	4	1
	1%	1%	3%	1%	1%	1%	2%	1%	1%	2%	1%	2%	*	1%	*	2%	1%	-	2%	5%	1%	1%	-	1%	1%
Orkney	5	5	-	3	2	2	-	-	5	-	-	2	3	*	4	*	4	*	-	-	-	-	-	5	-
	1%	1%	-	1%	1%	1%	-	-	1%	-	-	2%	1%	*	3%	1%	1%	2%	-	-	-	-	-	1%	-
Dunbartonshire	4	4	-	1	2	2	-	1	3	2	-	-	2	4	-	-	4	-	-	-	-	-	-	2	2
	1%	1%	-	1%	1%	1%	-	1%	1%	2%	-	-	1%	1%	-	-	1%	-	-	-	-	-	-	1%	2%
Kincardineshire	3	3	-	-	3	3	-	-	3	-	-	-	3	-	3	-	3	-	-	-	-	-	-	3	-
	1%	1%	-	-	1%	1%	-	-	1%	-	-	-	1%	-	2%	-	1%	-	-	-	-	-	-	1%	-
Western Isles	2	2	-	*	2	2	-	*	2	-	-	*	2	*	2	*	2	*	-	-	-	-	-	2	*
	*m	*	-	*	1%	1%	-	*	1%	-	-	*	1%	*	1%	*	*	1%	-	-	-	-	-	1%	*
Banffshire	2	2	-	*	1	1	*	1	1	1	-	*	1	2	-	1	1	-	1	*	*	*	-	2	-
	*	*	-	*	1%	*	2%	1%	*	1%	-	1%	*	1%	-	1%	*	-	2%	2%	2%	3%	-	*	-
Berwickshire	1	1	-	-	1	1	*	-	1	-	-	*	1	-	1	*	1	-	*	*	*	*	-	1	-
	*	*	-	-	1%	1%	1%	-	*	-	-	*	*	-	1%	*	*	-	*	1%	1%	1%	-	*	-
Caithness	1	1	-	1	-	-	-	-	1	-	-	1	1	1	-	-	1	-	-	-	-	-	-	1	-
	*	*	-	*	-	-	-	-	*	-	-	1%	*	*	-	*	*	-	-	-	-	-	-	*	-

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f - x/g/h - x/i/j/k/l - x/m/n - x/o/p/q/r/s - x/t/u/v - x/y/z
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 13
D4a_wal. Which county do you live in?
Base: All respondents (Wales)

	Total (x)	Age									Region											ABC1 (A)	C2DE (B)			
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/ Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)	
Unweighted Base	787	103	220	464	36	67	88	132	167	297	-	-	787	-	-	-	-	-	-	-	-	-	-	-	482	305
Weighted Base	368	20*	91*	257	6**	14**	21*	69*	93*	165	-**	-**	368	-**	-**	-**	-**	-**	-**	-**	-**	-**	-**	239	130	
Carmarthenshire	47	1	7	39	1	*	3	4	19	19	-	-	47	-	-	-	-	-	-	-	-	-	-	30	17	
	13%	7%	7%	15%	14%	3%	15%	5%	21%	12%	-	-	13%	-	-	-	-	-	-	-	-	-	-	12%	13%	
				gi					xbg															C	E	
Powys	31	3	6	21	2	2	4	2	8	13	-	-	31	-	-	-	-	-	-	-	-	-	-	22	9	
	8%	16%	7%	8%	26%	12%	18%	3%	9%	8%	-	-	8%	-	-	-	-	-	-	-	-	-	-	9%	7%	
				g			xbg																			
Rhondda Cynon Taff	28	2	13	14	-	2	1	12	3	11	-	-	28	-	-	-	-	-	-	-	-	-	-	18	11	
	8%	10%	14%	5%	-	14%	4%	17%	3%	7%	-	-	8%	-	-	-	-	-	-	-	-	-	-	7%	8%	
				cC			xcfh																		C	
Pembrokeshire	27	*	7	20	-	*	1	6	4	17	-	-	27	-	-	-	-	-	-	-	-	-	-	19	9	
	7%	*	8%	8%	-	1%	6%	8%	4%	10%	-	-	7%	-	-	-	-	-	-	-	-	-	-	8%	7%	
Neath Port Talbot	21	1	6	15	*	1	*	5	9	6	-	-	21	-	-	-	-	-	-	-	-	-	-	9	12	
	6%	5%	6%	6%	6%	5%	2%	7%	9%	4%	-	-	6%	-	-	-	-	-	-	-	-	-	-	4%	9%	
																									xA	
Cardiff	20	2	4	14	1	1	2	2	4	10	-	-	20	-	-	-	-	-	-	-	-	-	-	16	5	
	6%	12%	4%	5%	20%	9%	9%	3%	4%	6%	-	-	6%	-	-	-	-	-	-	-	-	-	-	7%	4%	
Gwynedd	20	1	2	17	1	*	*	2	4	13	-	-	20	-	-	-	-	-	-	-	-	-	-	12	8	
	5%	3%	3%	6%	9%	*	1%	3%	4%	8%	-	-	5%	-	-	-	-	-	-	-	-	-	-	5%	6%	
																									F	
Flintshire	19	1	5	13	*	1	*	5	3	10	-	-	19	-	-	-	-	-	-	-	-	-	-	12	7	
	5%	5%	6%	5%	3%	5%	2%	7%	4%	6%	-	-	5%	-	-	-	-	-	-	-	-	-	-	5%	5%	
Swansea	19	1	7	11	*	1	3	4	5	6	-	-	19	-	-	-	-	-	-	-	-	-	-	12	7	
	5%	6%	8%	4%	7%	6%	14%	6%	5%	4%	-	-	5%	-	-	-	-	-	-	-	-	-	-	5%	5%	
							xc																			
Wrexham	15	*	5	9	-	*	1	5	2	8	-	-	15	-	-	-	-	-	-	-	-	-	-	8	7	
	4%	1%	6%	4%	-	2%	4%	7%	2%	5%	-	-	4%	-	-	-	-	-	-	-	-	-	-	4%	5%	
Denbighshire	14	*	2	12	-	*	*	2	4	9	-	-	14	-	-	-	-	-	-	-	-	-	-	12	3	
	4%	*	2%	5%	-	*	1%	3%	4%	5%	-	-	4%	-	-	-	-	-	-	-	-	-	-	5%	2%	
Conwy	14	*	5	9	-	*	*	5	2	8	-	-	14	-	-	-	-	-	-	-	-	-	-	10	5	
	4%	1%	5%	4%	-	1%	1%	7%	2%	5%	-	-	4%	-	-	-	-	-	-	-	-	-	-	4%	4%	
																									D	
Bridgend	14	1	4	10	*	*	1	2	6	4	-	-	14	-	-	-	-	-	-	-	-	-	-	9	6	
	4%	4%	4%	4%	6%	2%	5%	4%	7%	2%	-	-	4%	-	-	-	-	-	-	-	-	-	-	4%	4%	
Vale of Glamorgan	13	*	2	11	*	*	*	2	4	7	-	-	13	-	-	-	-	-	-	-	-	-	-	11	2	
	4%	*	3%	4%	1%	*	1%	3%	4%	4%	-	-	4%	-	-	-	-	-	-	-	-	-	-	4%	2%	
																									F	
Ceredigion	13	2	1	10	-	2	-	1	2	8	-	-	13	-	-	-	-	-	-	-	-	-	-	10	2	
	4%	10%	1%	4%	-	14%	-	1%	2%	5%	-	-	4%	-	-	-	-	-	-	-	-	-	-	4%	2%	
																									D	
Caerphilly	12	2	2	7	*	2	1	1	2	5	-	-	12	-	-	-	-	-	-	-	-	-	-	6	5	
	3%	9%	3%	3%	2%	13%	6%	2%	3%	3%	-	-	3%	-	-	-	-	-	-	-	-	-	-	3%	4%	
Monmouthshire	11	1	2	8	*	1	-	2	4	4	-	-	11	-	-	-	-	-	-	-	-	-	-	7	3	
	3%	5%	2%	3%	2%	6%	-	2%	5%	2%	-	-	3%	-	-	-	-	-	-	-	-	-	-	3%	3%	

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 13

D4a_wal. Which county do you live in?

Base: All respondents (Wales)

	Total (x)	Age								Region												ABC1 (A)	C2DE (B)			
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)	
Weighted Base	368	20*	91*	257	6**	14**	21*	69*	93*	165	368	239	130
Isle of Anglesey	10	*	4	6	*	*	*	4	1	4	-	-	10	-	-	-	-	-	-	-	-	-	-	-	7	3
	3%	1%	5%	2%	1%	1%	1%	6%	2%	3%	-	-	3%	-	-	-	-	-	-	-	-	-	-	-	3%	3%
Blaenau Gwent	6	*	2	4	-	*	*	1	3	1	-	-	6	-	-	-	-	-	-	-	-	-	-	-	1	5
	2%	*	2%	2%	-	1%	1%	2%	3%	1%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	*	4%
	A			i																						xAF
Newport	6	1	1	4	*	1	1	*	2	1	-	-	6	-	-	-	-	-	-	-	-	-	-	-	4	2
	2%	4%	1%	1%	3%	5%	4%	*	2%	1%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	2%	1%
Torfaen	5	-	2	3	-	-	-	2	1	2	-	-	5	-	-	-	-	-	-	-	-	-	-	-	4	1
	1%	-	2%	1%	-	-	-	3%	2%	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	2%	1%
Merthyr Tydfil	3	*	3	*	-	*	1	2	-	*	-	-	3	-	-	-	-	-	-	-	-	-	-	-	1	3
	1%	*	3%	*	-	*	6%	3%	-	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	*	2%
	c		xci				xchi	c																		

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 14
D4a_wal. Which county do you live in?
Base: All respondents (Wales)

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	787	751	28	429	358	290	68	215	572	181	132	112	431	-	-	264	506	99	173	71	74	70	4	578	209
Weighted Base	368	360	6**	192	177	160	17**	26	342	81*	47*	56*	219	-**	-**	49	311	14*	35*	12*	13*	12*	1**	273	96*
Carmarthenshire	47	46	1	16	31	27	4	1	46	9	4	5	30	-	-	7	38	1	5	2	2	2	*	38	9
	13%	13%	20%	8%	17%	17%	25%	3%	13%	12%	8%	9%	14%	-	-	14%	12%	8%	15%	13%	14%	14%	9%	14%	9%
Powys	31	29	1	18	12	12	*	*	30	8	2	2	20	-	-	5	26	1	3	2	1	1	-	24	7
	8%	8%	21%	9%	7%	8%	2%	1%	9%	10%	3%	3%	9%	-	-	10%	8%	9%	9%	13%	11%	12%	-	9%	7%
Rhondda Cynon Taff	28	28	*	19	10	8	2	1	28	6	9	4	13	-	-	5	24	2	5	1	2	2	-	16	12
	8%	8%	1%	10%	5%	5%	10%	3%	8%	8%	18%	7%	6%	-	-	10%	8%	14%	13%	5%	14%	15%	-	6%	13%
Pembrokeshire	27	27	-	17	11	10	*	1	27	6	9	7	15	-	-	2	25	*	2	*	*	*	-	20	7
	7%	8%	-	9%	6%	6%	3%	3%	8%	8%	18%	13%	7%	-	-	5%	8%	3%	6%	*	3%	4%	-	8%	7%
Neath Port Talbot	21	21	*	12	9	8	1	*	21	2	2	6	14	-	-	6	14	2	3	1	1	1	-	15	7
	6%	6%	*	6%	5%	5%	6%	1%	6%	2%	3%	10%	6%	-	-	11%	5%	17%	9%	7%	7%	8%	-	5%	7%
Cardiff	20	19	1	8	12	10	2	11	10	9	3	1	9	-	-	2	18	1	1	*	*	*	-	14	6
	6%	5%	17%	4%	7%	6%	11%	41%	3%	11%	6%	2%	4%	-	-	4%	6%	6%	3%	3%	3%	4%	-	5%	7%
Gwynedd	20	20	-	9	11	11	*	1	19	12	1	1	6	-	-	2	17	*	2	1	1	1	-	17	3
	5%	5%	-	5%	6%	7%	2%	3%	6%	15%	2%	1%	3%	-	-	4%	6%	3%	5%	7%	7%	7%	-	6%	3%
Flintshire	19	18	-	8	11	11	*	*	19	3	3	3	13	-	-	1	17	1	1	*	*	*	-	15	4
	5%	5%	-	4%	6%	7%	1%	1%	5%	4%	6%	5%	6%	-	-	2%	5%	4%	2%	1%	1%	1%	-	6%	4%
Swansea	19	19	*	12	7	7	*	3	16	1	3	1	14	-	-	2	17	1	2	*	1	*	*	13	6
	5%	5%	6%	6%	4%	4%	3%	12%	5%	2%	7%	2%	6%	-	-	5%	5%	4%	6%	3%	6%	3%	68%	5%	6%
Wrexham	15	15	-	10	5	5	*	1	14	4	2	2	11	-	-	1	14	*	1	-	*	*	-	10	6
	4%	4%	-	5%	3%	3%	2%	3%	4%	4%	5%	3%	5%	-	-	3%	4%	1%	4%	-	*	*	-	4%	6%
Denbighshire	14	14	-	4	10	10	*	*	14	5	*	2	7	-	-	1	13	*	1	1	1	1	*	12	2
	4%	4%	-	2%	6%	6%	1%	1%	4%	6%	1%	4%	3%	-	-	2%	4%	1%	2%	6%	6%	5%	12%	5%	2%
Conwy	14	13	-	8	6	5	1	*	14	5	1	2	8	-	-	2	11	*	1	1	*	*	-	11	3
	4%	4%	-	4%	3%	3%	8%	1%	4%	6%	3%	3%	4%	-	-	3%	4%	1%	2%	4%	*	1%	-	4%	3%
Bridgend	14	14	*	9	5	4	*	*	14	2	*	4	10	-	-	2	11	1	1	1	*	*	-	8	6
	4%	4%	5%	5%	3%	3%	2%	1%	4%	2%	1%	7%	5%	-	-	5%	3%	7%	3%	10%	3%	3%	-	3%	6%
Vale of Glamorgan	13	12	*	9	4	4	*	2	11	1	2	4	8	-	-	1	12	1	*	*	*	*	-	13	*
	4%	3%	6%	5%	2%	2%	*	6%	3%	1%	4%	7%	4%	-	-	2%	4%	4%	*	2%	1%	1%	-	5%	*
Ceredigion	13	13	*	6	7	7	*	*	13	2	*	4	9	-	-	2	11	1	1	*	*	*	-	12	1
	4%	4%	3%	3%	4%	4%	3%	1%	4%	3%	*	7%	4%	-	-	3%	4%	6%	3%	3%	4%	4%	-	4%	1%
Caerphilly	12	12	-	6	5	5	1	1	11	*	1	3	8	-	-	1	11	*	1	-	*	*	-	7	4
	3%	3%	-	3%	3%	3%	3%	3%	3%	*	2%	5%	4%	-	-	2%	3%	2%	3%	-	2%	2%	-	3%	4%
Monmouthshire	11	10	1	6	5	4	1	1	10	3	2	1	5	-	-	2	8	1	2	*	1	*	*	9	1
	3%	3%	19%	3%	3%	3%	4%	3%	3%	3%	4%	1%	2%	-	-	5%	3%	4%	6%	4%	4%	4%	11%	3%	1%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f - x/g/h - x/i/j/k/l - x/m/n - x/o/p/q/r/s - x/t/u/v - x/y/z
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 14
D4a_wal. Which county do you live in?
Base: All respondents (Wales)

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Weighted Base	368	360	6**	192	177	160	17**	26	342	81*	47*	56*	219	-**	-**	49	311	14*	35*	12*	13*	12*	1**	273	96*
Isle of Anglesey	10	10	*	7	3	3	*	*	10	1	2	2	5	-	-	3	7	-	2	1	1	1	-	7	3
	3%	3%	1%	4%	2%	2%	*	*	3%	1%	4%	4%	2%	-	-	6%	2%	-	6%	11%	7%	7%	-	3%	3%
Blaenau Gwent	6	6	-	2	4	4	*	*	6	1	*	2	3	-	-	x			xp	xpq	*	*	-	1	5
	2%	2%	-	1%	2%	2%	1%	1%	2%	1%	*	3%	1%	-	-	1%	2%	*	*	4%	*	*	-	*	5%
Newport	6	6	-	3	3	3	*	3	3	1	1	*	3	-	-	1	5	*	*	*	*	*	-	3	2
	2%	2%	-	1%	2%	2%	1%	11%	1%	2%	2%	1%	2%	-	-	2%	2%	2%	1%	2%	2%	2%	-	1%	3%
Torfaen	5	5	-	2	3	3	*	*	5	1	-	*	4	-	-	1	4	*	1	-	*	*	-	2	3
	1%	1%	-	1%	2%	2%	*	1%	1%	1%	-	*	2%	-	-	1%	1%	1%	2%	-	1%	1%	-	1%	3%
Merthyr Tydfil	3	3	-	1	2	*	2	-	3	-	1	1	2	-	-	*	3	*	*	*	*	*	-	3	*
	1%	1%	-	1%	1%	*	10%	-	1%	-	3%	2%	1%	-	-	1%	1%	3%	1%	3%	3%	3%	-	1%	*

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f - x/g/h - x/i/j/k/l - x/m/n - x/o/p/q/r/s - x/t/u/v - x/y/z
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 15

D4a_ni. Which county do you live in?

Base: All respondents (Northern Ireland)

	Total (x)	Age									Region											ABC1 (A)	C2DE (B)			
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)	
Unweighted Base	752	146	273	333	63	83	140	133	171	162	-	752	-	-	-	-	-	-	-	-	-	-	-	-	507	245
Weighted Base	184	23*	71	90	11**	12*	25*	45*	46*	44*	**	184	**	**	**	**	**	**	**	**	**	**	**	**	133	52
Antrim	63	7	22	34	2	5	8	15	17	17	-	63	-	-	-	-	-	-	-	-	-	-	-	-	49	14
	34%	30%	32%	38%	22%	38%	30%	32%	37%	38%	-	34%	-	-	-	-	-	-	-	-	-	-	-	-	37%	28%
Down	56	6	20	31	4	2	7	13	18	13	-	56	-	-	-	-	-	-	-	-	-	-	-	-	40	16
	31%	24%	28%	34%	31%	17%	29%	28%	39%	29%	-	31%	-	-	-	-	-	-	-	-	-	-	-	-	30%	31%
	e			e					ae																	
Londonderry	20	2	8	10	2	*	3	4	4	6	-	20	-	-	-	-	-	-	-	-	-	-	-	-	13	7
	11%	10%	11%	11%	15%	4%	14%	9%	9%	14%	-	11%	-	-	-	-	-	-	-	-	-	-	-	-	10%	13%
	e																									
Armagh	20	4	11	6	2	2	3	8	3	3	-	20	-	-	-	-	-	-	-	-	-	-	-	-	14	6
	11%	15%	16%	6%	15%	15%	13%	17%	6%	6%	-	11%	-	-	-	-	-	-	-	-	-	-	-	-	11%	11%
	c	c	xchi		c			chi																		
Tyrone	18	5	7	6	2	3	3	4	3	3	-	18	-	-	-	-	-	-	-	-	-	-	-	-	12	6
	10%	19%	10%	7%	18%	21%	11%	10%	7%	7%	-	10%	-	-	-	-	-	-	-	-	-	-	-	-	9%	12%
	xchi				xbchi																					
Fermanagh	6	1	2	3	-	1	1	2	1	3	-	6	-	-	-	-	-	-	-	-	-	-	-	-	4	2
	3%	2%	3%	3%	-	4%	3%	3%	1%	6%	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	3%	5%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 16
D4a_ni. Which county do you live in?
Base: All respondents (Northern Ireland)

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	752	722	20	512	240	176	64	262	490	147	185	137	403	-	-	243	490	117	143	67	73	73	-	619	133
Weighted Base	184	178	2**	135	50	42*	8**	30	154	31*	42*	41*	105	-**	-**	25	152	10*	15*	7*	7*	7*	-**	159	25*
Antrim	63	62	1	43	20	17	3	18	45	13	12	11	36	-	-	10	53	4	6	3	3	3	-	55	8
	34%	35%	24%	32%	41%	41%	41%	60%	29%	41%	28%	26%	34%	-	-	39%	35%	35%	39%	46%	40%	40%	-	35%	33%
Down	56	54	1	43	13	12	1	6	50	12	13	13	30	-	-	6	46	3	4	2	2	2	-	49	7
	31%	30%	28%	32%	27%	29%	16%	19%	33%	38%	30%	32%	29%	-	-	25%	31%	27%	27%	20%	24%	24%	-	31%	27%
Londonderry	20	20	*	15	5	4	1	4	17	3	5	4	13	-	-	3	16	2	2	1	1	1	-	17	3
	11%	11%	4%	11%	11%	9%	19%	12%	11%	10%	13%	9%	12%	-	-	14%	10%	17%	11%	18%	16%	16%	-	11%	11%
Armagh	20	18	1	17	3	2	1	1	19	2	6	6	10	-	-	2	17	1	1	*	*	*	-	17	3
	11%	10%	38%	13%	7%	5%	17%	4%	12%	6%	15%	16%	9%	-	-	8%	11%	10%	6%	5%	6%	6%	-	11%	12%
Tyrone	18	18	*	14	4	4	*	1	17	1	5	6	12	-	-	1	16	1	1	1	1	1	-	15	3
	10%	10%	1%	11%	8%	9%	3%	3%	11%	3%	13%	14%	11%	-	-	5%	11%	5%	4%	10%	10%	10%	-	9%	12%
Fermanagh	6	6	*	3	3	3	*	1	5	1	*	1	5	-	-	2	4	1	2	-	*	*	-	5	1
	3%	3%	5%	2%	7%	7%	4%	2%	4%	2%	1%	3%	4%	-	-	9%	2%	6%	13%	-	4%	4%	-	3%	4%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f - x/g/h - x/i/j/k/l - x/m/n - x/o/p/q/r/s - x/t/u/v - x/y/z
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 17

D5. Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has an effect on your ability to carry out day-to-day activities?

Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
NET: Any	768	69	211	487	33	36	70	141	162	325	58	25	49	636	43	77	62	58	57	91	59	108	81	353	414
	13%	7%	11%	15%	7%	6%	9%	13%	14%	16%	12%	13%	13%	12%	18%	11%	13%	14%	13%	13%	8%	13%	15%	10%	16%
	adeftACD	adef	xabdef				a	ade	adef	xabdef	t	t	t	t	xmt	t	t	t	t		t	t		xACDE	
Yes - mental condition	261	49	117	95	24	25	48	69	61	34	19	10	14	218	21	24	19	20	20	22	22	40	29	119	142
	4%	5%	6%	3%	5%	4%	6%	6%	5%	2%	4%	6%	4%	4%	8%	4%	4%	5%	5%	3%	3%	5%	5%	3%	5%
	ciACE	ci	xci	i	i	i	xci	xci	ci			t		xjlmopst											xACDE
Yes - physical condition	539	23	130	386	10	14	34	95	124	262	43	15	35	446	31	55	43	42	40	70	41	75	51	235	304
	9%	2%	7%	12%	2%	2%	5%	9%	11%	13%	9%	8%	10%	9%	12%	8%	9%	10%	9%	10%	5%	9%	9%	7%	12%
	abdefACD	adef	xabdefg				ad	abdef	abdef	xabdefg	t		t	t	t		t			t		t			xACDE
Yes - disability	210	16	64	130	6	10	17	47	47	84	16	7	12	175	12	18	16	15	15	20	18	26	34	88	123
	3%	2%	3%	4%	1%	2%	2%	4%	4%	4%	3%	4%	3%	3%	5%	3%	3%	4%	4%	3%	2%	3%	6%	3%	5%
	adeAC	adf	xadef				ade	ade	ade															xmotu	xACDE
Yes - other	36	2	8	26	1	1	4	4	9	17	2	1	2	31	3	6	2	1	3	2	4	7	4	17	18
	1%	*	*	1%	*	*	1%	*	1%	1%	*	*	*	1%	1%	1%	*	*	1%	*	1%	1%	1%	*	1%
	a		a				a		a																
No	5202	916	1595	2691	425	490	662	933	999	1692	425	152	311	4315	194	579	405	365	365	566	654	719	468	3047	2156
	85%	87%	86%	83%	86%	88%	89%	84%	85%	83%	87%	82%	84%	85%	79%	86%	83%	85%	85%	84%	89%	84%	85%	87%	82%
	cinBF	xci	gi		xcgi	xbcghi					n		n							xkmnpsu				xBF	F
Refused	170	69	54	47	38	32	11	42	17	30	8	8	9	146	9	20	24	7	8	18	24	33	3	100	71
	3%	7%	3%	1%	8%	6%	2%	4%	1%	1%	2%	4%	2%	3%	3%	3%	5%	2%	2%	3%	3%	4%	1%	3%	3%
	cfhiv	xbcfghi	cfhi		xbcfghi	xbcfhi		cfhi				jqv		v	v	v	xjmqv			v	v	ju			

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 18

D5. Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has an effect on your ability to carry out day-to-day activities?

Base: All respondents

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
NET: Any	768	728	37	317	450	329	121	261	494	247	82	106	390	38	18	768	-	261	539	210	226	193	33	568	199
	13%	13%	7%	8%	20%	17%	36%	11%	13%	17%	7%	12%	12%	12%	11%	100%	-	100%	100%	100%	100%	100%	100%	12%	14%
	bcgjp	xb		xce	xc	xcde		g		xjkl		j	j			xp		xp	xp	xp	x	x	x		
Yes - mental condition	261	243	18	149	112	43	69	103	155	72	49	39	131	13	6	261	-	261	136	59	149	128	21	182	79
	4%	4%	4%	4%	5%	2%	20%	4%	4%	5%	4%	4%	4%	4%	4%	34%	-	100%	25%	28%	66%	66%	64%	4%	6%
	epy			e	e		xcde									xprs		xoprs	xp	xp	x	x	x		xy
Yes - physical condition	539	518	19	191	348	262	87	179	350	187	44	76	268	29	12	539	-	136	539	120	211	179	32	405	134
	9%	9%	4%	5%	15%	13%	25%	8%	9%	13%	4%	9%	8%	9%	7%	70%	-	52%	100%	57%	93%	93%	96%	9%	9%
	bcgjp	xb		xce	xc	xcde		g		xjkl		j	j			xpqs		xp	xopqs	xp	x	x	x		
Yes - disability	210	200	10	81	130	85	44	67	140	66	18	30	112	10	5	210	-	59	120	210	133	120	13	154	57
	3%	4%	2%	2%	6%	4%	13%	3%	4%	5%	2%	3%	3%	3%	3%	27%	-	23%	22%	100%	59%	62%	40%	3%	4%
	cjp			xce	xc	xcde				xj		j	j			xpqr		xp	xp	xopqr	xv	xtv	x		
Yes - other	36	33	3	14	22	17	5	14	22	13	4	3	19	1	1	36	-	4	8	6	11	7	4	27	9
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	*	*	1%	*	*	5%	-	2%	2%	3%	5%	4%	12%	1%	1%
	cp			xc	c	c										xpqr		xp	xp	xpr	xu	x	xtu		
No	5202	4754	433	3401	1801	1598	203	2043	3142	1184	1038	739	2894	273	145	-	5202	-	-	-	-	-	-	4044	1159
	85%	85%	88%	89%	78%	81%	60%	86%	84%	81%	90%	85%	86%	86%	88%	-	100%	-	-	-	-	-	-	86%	82%
	defioqrstuvz			xdef	f	df					xikl	i	xi					xoqrs						xz	
Refused	170	104	22	112	58	42	16	80	90	36	32	24	83	4	3	-	-	-	-	-	-	-	-	114	57
	3%	2%	4%	3%	3%	2%	5%	3%	2%	2%	3%	3%	2%	1%	2%	-	-	-	-	-	-	-	-	2%	4%
	aopqrstuy			xa	e	de																			xy

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 19
Work Status
Base: All respondents

	Total (x)	Age									Region											ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
Full-time employment (more than 29 hours a week)	3160	866	1466	827	387	480	608	859	646	181	210	113	145	2692	127	374	247	227	196	357	441	448	275	2009	1151
	51%	82%	79%	26%	78%	86%	82%	77%	55%	9%	43%	61%	39%	53%	52%	55%	50%	53%	46%	53%	60%	52%	50%	57%	44%
	cijlrBF	xcdghi	xchi	i	xchi	xabcfgghi	xbcghi	xchi	ci			xjlmnpqrsuv		xjlr	jl	jl	jl	jl		jl	qjlmnpqrsuv	jl	l	xBDF	F
Part-time employment (8-29 hours per week)	671	115	186	370	69	46	75	112	205	165	40	22	47	562	29	60	52	58	52	75	86	92	57	408	263
	11%	11%	10%	11%	14%	8%	10%	10%	17%	8%	8%	12%	13%	11%	12%	9%	11%	13%	12%	11%	12%	11%	10%	12%	10%
	eijC	ei		ei	abei				xabcefgi				j					jo						C	
Retired	1969	18	68	1882	5	13	20	48	223	1660	217	42	160	1550	71	194	169	126	148	215	174	263	190	1027	942
	32%	2%	4%	58%	1%	2%	3%	4%	19%	81%	44%	23%	43%	30%	29%	29%	34%	29%	34%	32%	24%	31%	34%	29%	36%
	abdefghkmtAD	ad	xabdefgh					ad	abdefg	abcdegh	mnopqrstuv		xkmnopqrst	kt			kt	k	kt	kt		kt	kt		xACDE
Student	49	39	4	5	28	11	2	3	2	3	4	2	*	43	3	6	3	4	4	2	10	6	5	49	-
	1%	4%	*	*	6%	2%	*	*	*	*	1%	1%	*	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	-
	bchiBCEF	xbcefgi			xabcefgi	xbcfghi						i									l			xBCEF	
Not working/ Sick/ Disabled/Working less than 8 hours per week	292	15	135	141	6	9	40	95	102	39	19	6	17	250	15	41	19	15	31	26	27	50	26	7	284
	5%	1%	7%	4%	1%	2%	5%	8%	9%	2%	4%	3%	5%	5%	6%	6%	4%	3%	7%	4%	4%	6%	5%	*	11%
	adeiACDE		xacdefi	adei			adei	xacdefi	xacdefi										qt						xACDE

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F
Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 20
Work Status
Base: All respondents

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
Full-time employment (more than 29 hours a week)	3160	2771	361	3160	-	-	-	1419	1740	475	978	491	1836	151	55	240	2826	115	138	59	67	65	3	2372	788
	51%	50%	73%	82%	-	-	-	60%	47%	32%	85%	56%	55%	48%	33%	31%	54%	44%	26%	28%	30%	33%	8%	50%	56%
			adehinoqrstuvy					xh			xikl	xi	xi	n		r	xoqrs	ors			v	tv			xy
Part-time employment (8-29 hours per week)	671	584	79	671	-	-	-	247	423	170	127	94	335	27	13	78	576	34	53	22	29	26	2	527	144
	11%	10%	16%	18%	-	-	-	10%	11%	12%	11%	11%	10%	8%	8%	10%	11%	13%	10%	11%	13%	14%	7%	11%	10%
			adefl					xdef										or							
Retired	1969	1928	22	-	1969	1969	-	580	1365	676	10	216	1076	124	89	329	1598	43	262	85	69	54	15	1587	382
	32%	35%	4%	-	85%	100%	-	24%	37%	46%	1%	25%	32%	39%	54%	43%	31%	16%	49%	40%	31%	28%	47%	34%	27%
			bcfgjkpqz		xcf	xcdf		xg		xjkl		j	jk	x	xm	xpq	q		xopqs	xpq	u		xtu		xz
Student	49	33	16	-	49	-	49	33	16	24	2	5	19	2	2	5	44	4	3	1	2	2	1	39	9
	1%	1%	3%	-	2%	-	14%	1%	*	2%	*	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	2%	1%	1%
			acehjl		xce		xcde	xh		xjl								or							
Not working/ Sick/ Disabled/Working less than 8 hours per week	292	272	14	-	292	-	292	106	183	120	35	63	100	12	6	116	160	66	84	44	59	47	12	201	91
	5%	5%	3%	-	13%	-	86%	4%	5%	8%	3%	7%	3%	4%	4%	15%	3%	25%	16%	21%	26%	24%	36%	4%	6%
			bcejpy		xce		xcde			xjl		xjl				xp		xopr	xp	xopr	xu	x	x		xy

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

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 21
Social grade
Base: All respondents

	Total (x)	Age									Region											ABC1 (A)	C2DE (B)			
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)	
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697	
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640	
NET: ABC1	3500	820	1034	1645	413	408	450	584	598	1048	354	133	239	2774	127	346	275	216	221	347	492	471	278	3500	-	
	57%	78%	56%	51%	83%	73%	61%	52%	51%	51%	72%	72%	65%	54%	52%	51%	56%	50%	51%	51%	67%	55%	50%	100%	-	
	cghimoqsvB	xbcefg	cg		xabcefg	xbcefg	bcgh				xlmnopqrstumnopqrstumnopqrstuv											xmnopqrstuv			xBEF	
NET: C2DE	2640	234	827	1580	83	150	294	533	581	999	136	52	130	2323	118	329	217	214	209	328	244	389	275	-	2640	
	43%	22%	44%	49%	17%	27%	39%	48%	49%	49%	28%	28%	35%	46%	48%	49%	44%	50%	49%	49%	33%	45%	50%	-	100%	
	adejktACI	d	ade	xabde	ad	ade	xabde	xabde	xabde				jk	xjkt	jk	xjkt	jk	xjkt	jk	xjkt	jk	xjkt	jk	xjkt		xACD
AB	1842	529	480	833	265	264	225	255	286	547	210	86	140	1405	75	178	136	120	100	154	269	235	140	1842	-	
	30%	50%	26%	26%	53%	47%	30%	23%	24%	27%	43%	47%	38%	28%	30%	26%	28%	28%	23%	23%	36%	27%	25%	53%	-	
	bcghimrsBD	xbcefg	g		xbcefg	xbcefg	bcgh				xmnopqrstumnopqrstumnopqrstuv											xmopqrstuv			xBDEF	
C1	1658	291	554	813	148	143	225	329	312	501	144	47	98	1369	53	169	139	96	121	194	224	236	137	1658	-	
	27%	28%	30%	25%	30%	26%	30%	29%	26%	24%	29%	25%	27%	27%	21%	25%	28%	22%	28%	29%	30%	27%	25%	47%	-	
	ciqBCEF		xc		i		ci	ci			q			q							nq				xBCEF	
C2	1228	155	433	641	54	100	156	277	250	390	61	24	52	1091	49	150	106	94	95	170	121	172	135	-	1228	
	20%	15%	23%	20%	11%	18%	21%	25%	21%	19%	12%	13%	14%	21%	20%	22%	21%	22%	22%	25%	16%	20%	24%	-	47%	
	adjktACDI	d	xacde	ad		ad	ad	xacde	ad	ad				xjkt	j	jk	jk	jk	jk	jk	xjkt	jk	xjkt	jk	xjkt	xACDF
DE	1412	79	394	939	29	50	138	256	331	609	76	28	77	1232	69	179	111	120	114	158	124	217	140	-	1412	
	23%	8%	21%	29%	6%	9%	19%	23%	28%	30%	15%	15%	21%	24%	28%	27%	23%	28%	26%	23%	17%	25%	25%	-	53%	
	adefjktACDE	ade	xabde	fg		a	ade	ade	xabde	fg			jk	xjkt	jkt	jkt	jkt	xjkt	jkt	jkt		jkt	jkt		xACDE	

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F
 Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 22
Social grade
Base: All respondents

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
NET: ABC1	3500	3122	344	2417	1083	1027	56	1466	2016	831	708	425	1937	230	120	353	3047	119	235	88	86	74	12	2757	742
	57%	56%	70%	63%	47%	52%	16%	62%	54%	57%	61%	49%	58%	73%	72%	46%	59%	45%	44%	42%	38%	39%	37%	58%	52%
	adefhkoqrstuvz		xa	xdef	f	df		xh		k	xikl		k	x	x	rs	xoqrs							xz	
NET: C2DE	2640	2465	147	1414	1226	942	284	918	1711	635	444	444	1429	86	46	414	2156	142	304	123	139	119	21	1968	672
	43%	44%	30%	37%	53%	48%	84%	38%	46%	43%	39%	51%	42%	27%	28%	54%	41%	55%	56%	58%	62%	61%	63%	42%	48%
	bcgjmnpy	xb		xce	xc	xcde		xg		j		xijl	j			xp		xp	xop	xop	x	x	x		xy
AB	1842	1600	220	1275	567	563	4	804	1024	387	424	211	1042	139	68	175	1620	60	115	40	40	34	6	1450	391
	30%	29%	45%	33%	25%	29%	1%	34%	27%	26%	37%	24%	31%	44%	41%	23%	31%	23%	21%	19%	18%	18%	19%	31%	28%
	adfhikoqrstu		xa	xdef	f	df		xh			xikl		ik	x	x	rs	xoqrs								
C1	1658	1522	123	1142	516	464	52	662	992	445	284	213	895	91	51	178	1427	59	120	48	46	40	6	1307	351
	27%	27%	25%	30%	22%	24%	15%	28%	27%	30%	25%	25%	27%	29%	31%	23%	27%	22%	22%	23%	20%	21%	18%	28%	25%
	defoqrstu			xdef	f	df				xjkl						oqrs									
C2	1228	1139	79	860	368	365	3	436	790	169	272	203	761	34	24	134	1061	36	99	36	41	37	4	959	269
	20%	20%	16%	22%	16%	19%	1%	18%	21%	12%	24%	23%	23%	11%	14%	18%	20%	14%	18%	17%	18%	19%	13%	20%	19%
	bdfgimnoq	b		xdef	f	df		xg			xi	xi	xi			q	oq		q						
DE	1412	1327	69	554	859	577	281	482	921	466	172	241	668	52	22	280	1095	106	205	87	99	82	17	1009	403
	23%	24%	14%	14%	37%	29%	83%	20%	25%	32%	15%	28%	20%	16%	13%	36%	21%	41%	38%	41%	44%	42%	51%	21%	29%
	bcgjlmnpy	xb		xce	xc	xcde		xg		xjl		xjl	j			xp		xop	xp	xop	x	x	x		xy

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

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 23
Ethnicity
Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
White	5587	755	1684	3148	322	433	642	1042	1138	2010	475	178	360	4574	221	624	437	385	400	635	545	797	530	3122	2465
	91%	72%	91%	98%	65%	78%	86%	93%	97%	98%	97%	97%	98%	90%	90%	92%	89%	89%	93%	94%	74%	93%	96%	89%	93%
NET: Minority ethnic	491	270	163	58	158	112	98	66	40	18	13	2	6	470	21	49	50	41	26	34	179	48	22	344	147
	8%	26%	9%	2%	32%	20%	13%	6%	3%	1%	3%	1%	1%	9%	8%	7%	10%	9%	6%	5%	24%	6%	4%	10%	6%
Mixed	92	44	35	13	21	22	22	13	8	6	3	1	2	86	1	13	5	6	5	8	33	8	6	65	27
	2%	4%	2%	*	4%	4%	3%	1%	1%	*	1%	1%	1%	2%	*	2%	1%	1%	1%	1%	4%	1%	1%	2%	1%
Indian	57	25	22	10	15	10	11	11	6	4	1	*	1	54	1	3	3	8	7	-	24	7	1	41	16
	1%	2%	1%	*	3%	2%	1%	1%	*	*	*	*	*	1%	*	*	1%	2%	2%	-	3%	1%	*	1%	1%
Pakistani	68	38	25	5	22	15	19	6	4	2	2	*	*	66	-	6	7	16	2	6	21	7	3	44	24
	1%	4%	1%	*	5%	3%	3%	1%	*	*	*	*	*	1%	-	1%	1%	4%	*	1%	3%	1%	*	1%	1%
Bangladeshi	32	12	20	-	7	5	11	9	-	-	-	-	*	32	2	3	-	1	1	5	16	3	1	19	13
	1%	1%	1%	-	1%	1%	2%	1%	-	-	-	-	*	1%	1%	*	-	*	*	1%	2%	*	*	1%	1%
Other Asian Background	24	9	7	8	5	4	7	*	6	2	*	1	*	23	-	5	2	*	2	-	13	1	-	14	11
	*i	1%	*g	*i	1%	1%	1%	*	1%	*	*	*	*	*	-	1%	*	*	*	-	2%	*	-	*	*
Black Caribbean	29	9	11	9	5	4	9	2	7	2	-	*	-	29	-	2	3	1	1	4	14	1	2	20	9
	*i	1%	1%	*i	1%	1%	1%	*	1%	*	-	*	-	1%	-	*	1%	*	*	1%	2%	*	*	1%	*
Black African	63	42	19	2	22	20	9	10	2	-	1	*	1	62	6	5	12	2	3	2	23	7	2	49	14
	1%	4%	1%	*	5%	4%	1%	1%	*	-	*	*	*	1%	2%	1%	2%	*	1%	*	3%	1%	*	1%	1%
Other Black Background	7	7	-	-	2	5	-	-	-	-	-	*	-	7	-	1	1	1	1	-	2	2	-	4	4
	*	1%	-	-	*bci	1%	-	-	-	-	-	*	-	*	-	*	*	*	*	-	*	*	-	*	*
Chinese	88	70	12	6	52	18	4	8	5	1	6	*	*	82	10	8	15	3	4	4	24	9	5	76	12
	1%	7%	1%	*i	10%	3%	1%	1%	*	*	1%	*	*	2%	4%	1%	3%	1%	1%	1%	3%	1%	1%	2%	*
Other ethnic group	30	14	11	5	6	8	6	5	3	2	*	*	1	29	1	4	2	1	1	4	10	4	1	13	16
	*ci	1%	1%	*	1%	1%	1%	*	*	*	*	*	*	1%	*	1%	1%	*	*	1%	1%	*	*	*	1%
Prefer not to answer	61	29	13	20	16	13	5	8	*	19	3	3	3	52	4	3	4	4	4	7	12	14	1	34	28
	1%	3%	1%	1%	3%	2%	1%	1%	*	1%	1%	2%	1%	1%	1%	*	1%	1%	1%	1%	2%	2%	*	1%	1%
	ch	xbcfghi	h	h	xbcfghi	xbcfghi	h	h	ch	ch		jov								v	v				

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F
Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 24
Ethnicity
Base: All respondents

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
White	5587	5587	-	3355	2232	1928	304	1996	3562	1336	988	787	3126	303	165	728	4754	243	518	200	215	183	32	4312	1276
	91%	100%	-	88%	97%	98%	89%	84%	96%	91%	86%	91%	93%	96%	99%	95%	91%	93%	96%	95%	95%	95%	98%	91%	90%
	bcgj	xb		xcf	xcdf			xg		j		j	xj	x	xm	xpq		xopq	xp	x	x				
NET: Minority ethnic	491	-	491	439	52	22	30	358	133	111	154	75	217	11	1	37	433	18	19	10	11	10	1	369	123
	8%	-	100%	11%	2%	1%	9%	15%	4%	8%	13%	9%	6%	3%	1%	5%	8%	7%	4%	5%	5%	5%	2%	8%	9%
	adehlmnorst		xa	xde	e		de	xh			xikl					r	ors	or							
Mixed	92	-	92	81	11	5	5	64	28	25	29	6	40	2	1	10	80	6	5	2	3	3	*	68	24
	2%	-	19%	2%	*e	*	2%	3%	1%	2%	3%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	2%
	adeh		xa	xde			de	xh			xkl							or							
Indian	57	-	57	49	8	5	3	41	16	10	16	15	30	1	-	7	48	2	3	3	2	2	-	40	17
	1%	-	12%	1%	*	*	1%	2%	*	1%	1%	2%	1%	*	-	1%	1%	1%	1%	1%	1%	1%	-	1%	1%
	adeh		xa	xde			xh																		
Pakistani	68	-	68	67	1	-	1	47	21	9	28	11	32	1	-	5	61	3	3	1	2	2	-	53	15
	1%	-	14%	2%	*	-	*e	2%	1%	1%	2%	1%	1%	*	-	1%	1%	1%	1%	1%	1%	1%	-	1%	1%
	adehor		xa	xde			xh				xil														
Bangladeshi	32	-	32	31	1	-	1	25	7	5	13	9	9	-	-	1	31	1	*	*	*	*	-	20	12
	1%	-	6%	1%	*	-	*e	1%	*	*	1%	1%	*	-	-	*	1%	*	*	*	*	*	-	*	1%
	adehlor		xa	xde			xh				xl	l													
Other Asian Background	24	-	24	20	4	2	2	19	5	9	4	5	7	*	-	1	20	1	*	-	-	-	-	20	4
	*adehlor		xa	xde	*	*	*	1%	*	1%	*	1%	*	*	-	*r	*	*	*	-	-	-	-	*	*
			xa	xh			xh																		
Black Caribbean	29	-	29	25	4	1	3	26	4	8	6	3	14	-	-	2	25	1	2	1	2	1	*	22	7
	*adeh		xa	xde	*e	*	1%	1%	*	1%	1%	*	*	-	-	*	*	*	*	*	1%	1%	1%	*	*
			xa	xde			de	xh																	
Black African	63	-	63	62	1	1	*	44	19	8	40	15	21	1	-	4	56	2	2	1	1	1	-	52	11
	1%	-	13%	2%	*	*	*	2%	1%	1%	3%	2%	1%	*	-	1%	1%	1%	*	1%	*	*	-	1%	1%
	adehlor		xa	xdef			xh				xikl	il													
Other Black Background	7	-	7	7	1	1	-	6	1	-	5	1	2	-	-	-	6	-	-	-	-	-	-	6	2
	*ah		xa	*	*	*	-	*h	*	-	*xil	*	*	-	-	-	*	-	-	-	-	-	-	*	*
			xa				xde	xh																	
Chinese	88	-	88	75	13	4	10	67	21	29	8	8	44	6	-	3	81	2	2	*	1	1	-	66	22
	1%	-	18%	2%	1%	*	3%	3%	1%	2%	1%	1%	1%	2%	-	*	2%	1%	*	*	*	*	-	1%	2%
	adehlorst		xa	xde	e		xde	xh			j							ors							
Other ethnic group	30	-	30	22	7	2	5	19	10	8	4	2	16	*	-	3	24	1	1	1	1	1	-	21	9
	*aeh		xa	1%	*e	*	2%	1%	*	1%	*	*	*	*	-	*	*	*	*	*	*	*	-	*	1%
			xa	e			xde	xh																	
Prefer not to answer	61	-	-	36	25	19	6	30	32	20	10	7	22	2	-	2	15	*	2	1	*	*	-	45	16
	1%	-	-	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	-	*	*	*	*	*	*	*	-	1%	1%
	ablopqrt																								

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

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 25
Urban/Rural
Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
Urban (population over 10,000)	2384	608	752	1024	293	315	327	424	418	606	137	30	26	2190	116	273	194	195	142	203	618	284	165	1466	918
	39%	58%	40%	32%	59%	56%	44%	38%	35%	30%	28%	16%	7%	43%	47%	40%	40%	45%	33%	30%	84%	33%	30%	42%	35%
	chijklrsuvBE	xbcfghi	chi	i	xbcfghi	xbcfghi	xbcfghi	ci	ci		kl	l		xjklrsuv	xjklrsuv	jklsuv	jklsv	xjklrsuv	kl	kl	lmnopqrs	kl	kl	xBEF	
Rural	3727	446	1107	2174	203	243	417	691	758	1416	324	154	342	2907	130	402	297	235	288	472	119	575	388	2016	1711
	61%	42%	60%	67%	41%	44%	56%	62%	64%	69%	66%	84%	93%	57%	53%	60%	60%	55%	67%	70%	16%	67%	70%	58%	65%
	adefmnqtAC	adef	xabdefgh				ade	adef	xabdef	cabdefgh	xmnoqt	nnopqrst	mnopqrs	t	t	t	t	t	xmnqt	xmnopqt		xmnqt	xmnopqt	C	xACD
Town and fringe	2004	277	661	1066	122	155	274	387	387	680	109	31	35	1829	88	266	183	165	171	240	109	386	219	1025	979
	33%	26%	36%	33%	25%	28%	37%	35%	33%	33%	22%	17%	10%	36%	36%	39%	37%	38%	40%	36%	15%	45%	40%	29%	37%
	adejkltAC	xade	ade				xade	ade	ad	ade	lt	l		xjkl	jklt	xjkl	jklt	xjkl	xjkl	jklt	l	xjklmnpst	xjkl	C	xACD
Village	1423	152	383	888	74	78	128	256	285	603	147	77	240	959	38	117	107	59	105	214	8	173	138	795	628
	23%	14%	21%	28%	15%	14%	17%	23%	24%	29%	30%	42%	65%	19%	16%	17%	22%	14%	24%	32%	1%	20%	25%	23%	24%
	abdefmnoqt	adef	xabdefgh				abdef	adef	xabdefgh	cabdefgh	xmnoqt	umnopqrst	mnopqrst	qt	t	t	qt	t	mnoqt	xmnopqtu		qt	mnoqt		
Hamlet and isolated dwelling	300	17	63	220	7	10	15	48	86	134	68	46	67	119	3	19	7	11	12	18	2	16	31	196	105
	5%	2%	3%	7%	1%	2%	2%	4%	7%	7%	14%	25%	18%	2%	1%	3%	1%	3%	3%	3%	*	2%	6%	6%	4%
	abdefmnoqstuBF	af	xabdefg				adef	xabdefg	xabdefg	cabdefg	mnopqrst	umnopqrst	mnopqrst	t	t	t	t	t	t	t		t	mnptu	xBF	F
Refused	29	*	2	28	-	*	*	1	3	25	29	-	-	-	-	-	-	-	-	-	-	-	-	18	12
	*abm	*	*	1%	-	*	*	*	*	1%	6%	-	-	-	-	-	-	-	-	-	-	-	-	1%	*E
				xabefh						xabdefgh	mnopqrstuv														

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F
 Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 26
Urban/Rural
Base: All respondents

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
Urban (population over 10,000)	2384	1996	358	1666	718	580	138	2384	-	616	562	311	1201	134	1	261	2043	103	179	67	83	66	18	1830	554
	39%	36%	73%	43%	31%	29%	41%	100%	-	42%	49%	36%	36%	42%	1%	34%	39%	40%	33%	32%	37%	34%	54%	39%	39%
	adehlnors		xa	xde	e		de	xh		xkl	xikl			n		ors	ors				u		xtu		
Rural	3727	3562	133	2163	1564	1365	199	-	3727	836	589	555	2153	158	160	494	3142	155	350	140	140	127	13	2877	850
	61%	64%	27%	56%	68%	69%	58%	-	100%	57%	51%	64%	64%	50%	96%	64%	60%	59%	65%	67%	62%	66%	39%	61%	60%
	bcgijmv	xb		xcf	xcdf			xg		j		ij	xij		xm	xpq			xpq	xpq	v		xtv		
Town and fringe	2004	1882	105	1232	772	648	123	-	2004	469	378	289	1098	101	4	266	1694	88	180	78	73	66	7	1548	456
	33%	34%	21%	32%	33%	33%	36%	-	54%	32%	33%	33%	33%	32%	2%	35%	33%	34%	33%	37%	32%	34%	20%	33%	32%
	bgnv	xb		xg						n				x							v		tv		
Village	1423	1387	23	773	650	581	69	-	1423	307	180	210	860	54	91	189	1198	59	141	55	59	53	6	1067	356
	23%	25%	5%	20%	28%	30%	20%	-	38%	21%	16%	24%	26%	17%	55%	25%	23%	23%	26%	26%	26%	28%	19%	23%	25%
	bcgjm	xb		xcf	xcdf			xg		j		j	xij		xm				x		x		x		
Hamlet and isolated dwelling	300	294	4	157	143	136	6	-	300	61	31	56	194	3	65	39	251	8	29	8	8	8	-	262	38
	5%	5%	1%	4%	6%	7%	2%	-	8%	4%	3%	6%	6%	1%	39%	5%	5%	3%	5%	4%	3%	4%	-	6%	3%
	bcfgjmz	xb		xcf	xcdf			xg		ij		xj		xm		q			q					xz	
Refused	29	29	-	2	27	24	3	-	-	14	*	3	12	24	5	13	17	3	10	3	2	-	2	18	11
	*cghjp	1%	-	*	1%	1%	1%	-	-	1%	*	*	*	8%	3%	2%	*	1%	2%	1%	1%	-	7%	*	1%
				xc	xc	c				xjl				x	x	xp		p	xp	xp			xtu		

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

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 27
Urban/Rural
Base: All respondents (Scotland)

	Total (x)	Age									Region											ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)
Unweighted Base	802	82	227	493	28	54	106	121	178	315	802	-	-	-	-	-	-	-	-	-	-	-	-	536	266
Weighted Base	490	28*	124	338	13**	15*	51*	73*	127	211	490	**	**	**	**	**	**	**	**	**	**	**	**	354	136
Rest of Scotland	316	22	97	197	10	12	39	58	69	127	316	-	-	-	-	-	-	-	-	-	-	-	-	230	86
	64%	79%	78%	58%	79%	79%	78%	79%	55%	60%	64%	-	-	-	-	-	-	-	-	-	-	-	-	65%	63%
	ch	xchi	xchi		xchi	xchi	xchi	xchi																	
Large Urban Areas Settlement	92	9	30	53	4	5	14	16	21	32	92	-	-	-	-	-	-	-	-	-	-	-	-	74	19
	19%	32%	24%	16%	31%	33%	27%	22%	17%	15%	19%	-	-	-	-	-	-	-	-	-	-	-	-	21%	14%
	cB	xchi	xci		xchi	xci																		B	
Other Urban Areas Settlement	101	7	29	65	3	3	11	18	25	41	101	-	-	-	-	-	-	-	-	-	-	-	-	69	32
	21%	25%	23%	19%	26%	23%	21%	25%	19%	19%	21%	-	-	-	-	-	-	-	-	-	-	-	-	20%	24%
Accessible Small Towns Settlement	98	6	28	65	3	3	11	17	19	46	98	-	-	-	-	-	-	-	-	-	-	-	-	74	24
	20%	21%	22%	19%	22%	20%	22%	23%	15%	22%	20%	-	-	-	-	-	-	-	-	-	-	-	-	21%	18%
Remote Small Towns Settlement	24	1	10	13	-	1	4	7	4	9	24	-	-	-	-	-	-	-	-	-	-	-	-	12	11
	5%	2%	8%	4%	-	4%	7%	9%	3%	4%	5%	-	-	-	-	-	-	-	-	-	-	-	-	3%	8%
	AC		xc				c																		xAC
Rural Scotland	166	5	24	137	3	3	9	15	54	82	166	-	-	-	-	-	-	-	-	-	-	-	-	120	46
	34%	20%	19%	40%	21%	19%	18%	20%	43%	39%	34%	-	-	-	-	-	-	-	-	-	-	-	-	34%	34%
	abefg			xabefg				xabefg	xabefg																
Accessible Rural Settlement	103	2	16	85	1	1	7	8	35	51	103	-	-	-	-	-	-	-	-	-	-	-	-	79	24
	21%	8%	13%	25%	11%	6%	15%	11%	27%	24%	21%	-	-	-	-	-	-	-	-	-	-	-	-	22%	17%
	abeg			xabefg				abefg	abeg																
Remote Rural Settlement	63	3	8	51	1	2	2	6	20	31	63	-	-	-	-	-	-	-	-	-	-	-	-	40	22
	13%	11%	7%	15%	10%	13%	3%	9%	16%	15%	13%	-	-	-	-	-	-	-	-	-	-	-	-	11%	16%
	bf			xbf		f		bf	bf																
Don't know	9	*	3	5	-	*	2	1	3	2	9	-	-	-	-	-	-	-	-	-	-	-	-	4	4
	2%	1%	2%	2%	-	2%	4%	1%	3%	1%	2%	-	-	-	-	-	-	-	-	-	-	-	-	1%	3%
							i																		

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 28
Urban/Rural
Base: All respondents (Scotland)

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	802	761	36	432	370	314	56	322	437	200	132	106	443	629	156	220	570	80	159	65	74	69	5	616	186
Weighted Base	490	475	13**	250	240	217	23*	137	324	107	65*	65*	299	316	166	58	425	19*	43	16*	18*	16*	2**	383	107
Rest of Scotland	316	303	11	178	138	124	14	134	158	74	51	43	177	316	-	38	273	13	29	10	12	10	2	240	76
	64%	64%	85%	71%	58%	57%	61%	98%	49%	69%	78%	66%	59%	100%	-	66%	64%	67%	68%	66%	69%	67%	80%	63%	71%
Large Urban Areas Settlement	92	86	6	60	33	29	4	78	8	23	14	14	49	92	-	11	80	5	8	2	4	4	*	73	19
	19%	18%	46%	24%	14%	13%	16%	57%	2%	22%	22%	21%	17%	29%	-	19%	19%	27%	18%	15%	22%	23%	16%	19%	18%
Other Urban Areas Settlement	101	98	3	56	45	42	3	51	47	19	19	14	60	101	-	10	89	3	9	3	4	3	*	77	24
	21%	21%	20%	23%	19%	19%	13%	37%	15%	18%	28%	21%	20%	32%	-	18%	21%	16%	20%	18%	21%	21%	17%	20%	23%
Accessible Small Towns Settlement	98	97	1	49	49	45	4	4	81	27	14	9	56	98	-	13	85	3	10	5	4	3	1	70	28
	20%	20%	10%	20%	21%	21%	19%	3%	25%	25%	21%	15%	19%	31%	-	22%	20%	17%	23%	29%	24%	21%	47%	18%	26%
Remote Small Towns Settlement	24	22	1	13	11	8	3	-	22	4	5	6	11	24	-	5	18	1	3	1	*	*	-	19	5
	5%	5%	9%	5%	5%	4%	14%	-	7%	4%	7%	9%	4%	8%	-	8%	4%	7%	7%	4%	2%	3%	-	5%	5%
Rural Scotland	166	165	1	68	98	89	8	1	160	31	12	20	117	-	166	18	145	6	12	5	6	5	*	136	30
	34%	35%	8%	27%	41%	41%	37%	1%	49%	29%	18%	31%	39%	-	100%	31%	34%	33%	29%	34%	31%	33%	20%	36%	28%
Accessible Rural Settlement	103	102	1	40	63	58	5	1	99	20	7	8	75	-	103	10	92	4	6	3	3	3	*	85	18
	21%	21%	8%	16%	26%	27%	22%	1%	31%	19%	11%	12%	25%	-	62%	17%	22%	22%	15%	20%	18%	17%	20%	22%	17%
Remote Rural Settlement	63	63	-	28	35	32	3	*	61	12	5	12	42	-	63	8	53	2	6	2	2	2	-	51	11
	13%	13%	-	11%	15%	15%	15%	*	19%	11%	7%	19%	14%	-	38%	14%	13%	11%	14%	14%	14%	15%	-	13%	11%
Don't know	9	7	1	5	4	3	*	2	6	1	2	2	5	-	-	1	6	-	1	-	-	-	-	7	1
	2%	2%	7%	2%	2%	1%	2%	1%	2%	1%	4%	3%	2%	-	-	3%	1%	-	3%	-	-	-	-	2%	1%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f - x/g/h - x/i/j/k/l - x/m/n - x/o/p/q/r/s - x/t/u/v - x/y/z
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 29

Q16. By 2025, companies like BT and Virgin Media, that provide telephone landline services will be using digital technology that means telephone services will run over the internet. Which of the following applies?

Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
NET: Heard of switchover	4726	751	1387	2587	338	413	523	864	924	1664	383	159	273	3911	189	553	357	324	315	506	583	653	431	2757	1968
	77%	71%	75%	80%	68%	74%	70%	77%	78%	81%	78%	86%	74%	77%	77%	82%	73%	75%	73%	75%	79%	76%	78%	79%	75%
	abdfBF	df	xabdef	a	abdf	adf	xabdefg	xjlmnpqrstuv	xlmprqsu	p	xBF	F													
Yes, I had heard that this sv	2844	440	842	1562	188	252	297	545	554	1008	216	104	157	2367	124	317	193	188	196	302	380	421	247	1692	1153
	46%	42%	45%	48%	38%	45%	40%	49%	47%	49%	44%	57%	43%	46%	50%	47%	39%	44%	46%	45%	52%	49%	45%	48%	44%
	adfpBF	df	xadf	ad	abdf	adf	xabdf	xjlmopqrsuv	p	p	xBF	F									xjlmpps	p			
Yes, I had heard something	1881	311	545	1025	150	161	226	319	369	656	167	55	116	1544	65	237	163	136	119	205	203	233	184	1066	816
	31%	29%	29%	32%	30%	29%	30%	29%	31%	32%	34%	30%	32%	30%	26%	35%	33%	32%	28%	30%	27%	27%	33%	30%	31%
											tu														
No, I hadn't heard about the switchover until now	1414	303	473	638	158	145	221	252	255	383	107	25	96	1186	57	122	135	106	115	169	154	206	122	742	672
	23%	29%	25%	20%	32%	26%	30%	23%	22%	19%	22%	14%	26%	23%	23%	18%	27%	25%	27%	25%	21%	24%	22%	21%	25%
	cikoA	xceghi	xcgi	xbcghi	ci	xbcghi	i				k		ko	ko	k		kot	ko	ko	ko	k	ko	k		xACDE

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 30

Q16. By 2025, companies like BT and Virgin Media, that provide telephone landline services will be using digital technology that means telephone services will run over the internet. Which of the following applies?

Base: All respondents

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
NET: Heard of switchover	4726	4312	369	2898	1827	1587	240	1830	2877	1156	882	697	2548	240	136	568	4044	182	405	154	162	145	17	4726	-
	77%	77%	75%	76%	79%	81%	70%	77%	77%	79%	77%	80%	76%	76%	82%	74%	78%	70%	75%	73%	72%	75%	51%	100%	-
	cfloqtz				xcf	xcdf						xl				q	xoqs		q		v	tv		xz	
Yes, I had heard that this sv	2844	2606	207	1753	1092	945	146	1140	1693	733	549	422	1497	142	72	331	2440	110	236	92	100	88	12	2844	-
	46%	47%	42%	46%	47%	48%	43%	48%	45%	50%	48%	49%	44%	45%	44%	43%	47%	42%	44%	44%	44%	46%	36%	60%	-
	loqz									xl						oq								xz	
Yes, I had heard something	1881	1706	162	1146	735	642	94	690	1184	423	333	276	1051	97	64	237	1603	72	170	62	62	57	5	1881	-
	31%	31%	33%	30%	32%	33%	28%	29%	32%	29%	29%	32%	31%	31%	38%	31%	31%	28%	31%	29%	27%	29%	15%	40%	-
	vz															q					v	tv		xz	
No, I hadn't heard about the switchover until now	1414	1276	123	932	482	382	101	554	850	310	270	172	818	76	30	199	1159	79	134	57	64	48	16	-	1414
	23%	23%	25%	24%	21%	19%	30%	23%	23%	21%	23%	20%	24%	24%	18%	26%	22%	30%	25%	27%	28%	25%	49%	-	100%
	dekpy			xde	e		xde						xk			xp		xopr		p	xu	xtu		xy	

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 31

Q17. How did you hear about it?

Base: All aware of VOIP

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	4681	915	1355	2411	336	579	604	751	857	1554	616	619	578	2868	146	375	274	311	226	324	470	467	275	2712	1969
Weighted Base	4726	751	1387	2587	338	413	523	864	924	1664	383	159	273	3911	189	553	357	324	315	506	583	653	431	2757	1968
I read about it online	1632	323	491	818	146	176	191	300	338	480	118	55	113	1346	64	199	112	121	98	180	210	213	149	977	655
	35%	43%	35%	32%	43%	43%	37%	35%	37%	29%	31%	35%	41%	34%	34%	36%	32%	37%	31%	35%	36%	33%	34%	35%	33%
ciF	xbcfghi	i	i	xbcgi	xbcggi	i	i	ci					xjmpru											F	F
A family member or friend told me	837	185	245	406	89	96	119	127	147	259	71	31	51	684	45	110	73	54	63	81	104	90	63	491	346
	18%	25%	18%	16%	26%	23%	23%	15%	16%	16%	19%	19%	19%	17%	24%	20%	20%	17%	20%	16%	18%	14%	15%	18%	18%
ciu	xbcggi	g		xbcggi	xbcggi	xbcggi						u		uv	u	u									
I watched something about it on TV	799	139	229	430	59	80	79	151	145	285	48	23	52	677	35	97	69	62	52	83	102	109	67	455	344
	17%	19%	17%	17%	18%	19%	15%	17%	16%	17%	13%	14%	19%	17%	18%	18%	19%	19%	17%	16%	18%	17%	16%	16%	17%
j													j	j		j	j				j				F
From my landline telephone provider, by email	797	106	189	502	45	62	56	134	188	313	57	35	46	659	36	104	56	45	58	62	118	118	62	464	333
	17%	14%	14%	19%	13%	15%	11%	15%	20%	19%	15%	22%	17%	17%	19%	19%	16%	14%	19%	12%	20%	18%	14%	17%	17%
abfs		f	xabdefg				f	xabdefg	xabdf			xjmqsv		s		s					qs	s			
I read about it in the newspaper	767	117	166	485	63	53	72	93	119	366	65	23	43	636	23	82	56	34	32	87	141	133	50	473	294
	16%	16%	12%	19%	19%	13%	14%	11%	13%	22%	17%	14%	16%	16%	12%	15%	16%	10%	10%	17%	24%	20%	11%	17%	15%
beghqr	beg		xbefgh	begh						xabcefg	qr			qr						qr	klmnopqr	xmnrqv			
From my landline telephone provider etc by letter	602	81	155	366	41	40	46	109	137	230	41	23	21	517	18	82	42	33	45	65	81	99	52	343	259
	13%	11%	11%	14%	12%	10%	9%	13%	15%	14%	11%	14%	8%	13%	10%	15%	12%	10%	14%	13%	14%	15%	12%	12%	13%
efl		f	xabef					abef	ef			l		l		l			l		l	l			
I read about it on social media (e.g. Facebook or x/Twitter)	468	185	153	130	101	84	86	68	63	66	35	15	28	390	24	58	43	31	24	28	81	58	44	317	151
	10%	25%	11%	5%	30%	20%	16%	8%	7%	4%	9%	9%	10%	10%	13%	10%	12%	10%	8%	5%	14%	9%	10%	11%	8%
chisBF	xbcefg	cghi	i	xabcefg	xbcggi	xbcggi	ci	ci					s	s	s	s	s				xjmrsu			xBDEF	
Someone from a landline telephone provider knocked on my door	78	35	29	13	19	16	16	13	5	9	7	3	1	67	3	13	10	5	1	5	20	4	6	51	27
	2%	5%	2%	1%	6%	4%	3%	2%	*	1%	2%	2%	*	2%	2%	2%	3%	2%	*	1%	3%	1%	1%	2%	1%
chi	xbcggi	chi		xbcggi	xbcggi	xchi	c						u		u	lu					xlmr				
By attending a local event run by BT	50	36	8	5	12	24	4	4	2	4	4	1	1	44	*	9	5	3	1	2	17	7	1	33	17
	1%	5%	1%	*	4%	6%	1%	*	*	*	1%	1%	*	1%	*	2%	1%	1%	*	*	3%	1%	*	1%	1%
chi	xbcfghi			xbcfghi	xbcfghi	c															xlmrsv				
Other	399	22	120	258	3	18	28	91	79	179	30	7	19	343	9	44	34	44	23	49	34	63	42	234	165
	8%	3%	9%	10%	1%	4%	5%	11%	9%	11%	8%	5%	7%	9%	5%	8%	10%	14%	7%	10%	6%	10%	10%	8%	8%
adefktE	d	adef	xadef		ad	ad	abdef	ade	xadef					kt			k	xjklmnort		k		kt	k		E
I can't remember	338	25	98	215	10	15	40	58	88	127	43	4	18	272	17	29	24	14	20	48	32	47	42	183	155
	7%	3%	7%	8%	3%	4%	8%	7%	10%	8%	11%	3%	7%	7%	9%	5%	7%	4%	6%	9%	5%	7%	10%	7%	8%
adekE	ade	xade				ade	ade	xade	ade		xkmoqr		k	k	k		k			kq		k	koq		E

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 32

Q17. How did you hear about it?

Base: All aware of VOIP

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	4681	4194	444	2824	1857	1520	337	1931	2727	1153	933	691	2441	480	123	1352	3233	490	912	372	389	358	31	4681	-
Weighted Base	4726	4312	369	2898	1827	1587	240	1830	2877	1156	882	697	2548	240	136	568	4044	182	405	154	162	145	17**	4726	-**
I read about it online	1632	1446	163	1088	544	459	84	677	954	396	335	245	873	80	37	174	1406	65	115	44	48	45	3	1632	-
	35%	34%	44%	38%	30%	29%	35%	37%	33%	34%	38%	35%	34%	33%	27%	31%	35%	36%	28%	29%	30%	31%	19%	35%	-
A family member or friend told me	837	747	85	537	300	258	42	331	504	177	175	135	449	41	29	102	714	36	69	29	28	25	3	837	-
	18%	17%	23%	19%	16%	16%	17%	18%	18%	15%	20%	19%	18%	17%	22%	18%	18%	20%	17%	19%	17%	17%	16%	18%	-
I watched something about it on TV	799	720	68	481	317	286	31	320	476	179	159	127	428	34	13	107	668	37	75	26	28	26	2	799	-
	17%	17%	18%	17%	17%	18%	13%	17%	17%	15%	18%	18%	17%	14%	10%	19%	17%	20%	18%	17%	17%	18%	14%	17%	-
From my landline telephone provider, by email	797	730	61	457	340	299	41	299	496	210	112	141	433	38	19	89	693	24	68	22	24	22	2	797	-
	17%	17%	17%	16%	19%	19%	17%	16%	17%	18%	13%	20%	17%	16%	14%	16%	17%	13%	17%	14%	15%	15%	14%	17%	-
I read about it in the newspaper	767	690	67	431	336	321	16	361	401	209	132	114	413	42	23	78	673	18	56	20	18	15	2	767	-
	16%	16%	18%	15%	18%	20%	7%	20%	14%	18%	15%	16%	16%	18%	17%	14%	17%	10%	14%	13%	11%	11%	15%	16%	-
From my landline telephone provider etc by letter	602	546	54	361	241	211	30	261	340	144	112	118	304	24	16	74	522	23	52	19	20	16	4	602	-
	13%	13%	15%	12%	13%	13%	12%	14%	12%	12%	13%	17%	12%	10%	12%	13%	13%	13%	13%	13%	12%	11%	22%	13%	-
I read about it on social media (e.g. Facebook or x/Twitter)	468	369	95	382	86	63	22	237	228	87	170	77	226	23	12	47	411	24	29	17	17	17	1	468	-
	10%	9%	26%	13%	5%	4%	9%	13%	8%	7%	19%	11%	9%	10%	8%	8%	10%	13%	7%	11%	11%	11%	4%	10%	-
Someone from a landline telephone provider knocked on my door	78	59	19	64	14	8	6	46	32	12	32	24	23	5	2	10	67	5	8	4	6	6	-	78	-
	2%	1%	5%	2%	1%	*	3%	3%	1%	1%	4%	3%	1%	2%	1%	2%	2%	3%	2%	3%	4%	4%	-	2%	-
By attending a local event run by BT	50	37	13	44	6	3	2	36	14	14	24	11	13	3	-	4	44	3	2	*	2	2	-	50	-
	1%	1%	4%	2%	*	*	1%	2%	*	1%	3%	2%	1%	1%	-	1%	1%	2%	1%	*	1%	1%	-	1%	-
Other	399	386	12	198	201	173	28	131	266	119	65	60	216	21	9	52	343	14	41	15	19	15	4	399	-
	8%	9%	3%	7%	11%	11%	12%	7%	9%	10%	7%	9%	8%	9%	7%	9%	8%	8%	10%	10%	12%	10%	22%	8%	-
I can't remember	338	327	9	181	157	135	22	119	218	94	40	44	183	21	18	44	280	13	29	12	11	11	-	338	-
	7%	8%	2%	6%	9%	9%	9%	6%	8%	8%	4%	6%	7%	9%	13%	8%	7%	7%	7%	8%	7%	8%	-	7%	-

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f - x/g/h - x/i/j/k/l - x/m/n - x/o/p/q/r/s - x/t/u/v - x/y/z
Overlap formulae used. ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 33

Q17. How did you hear about it?

Base: All aware of VOIP (excl can't remember)

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	4681	915	1355	2411	336	579	604	751	857	1554	616	619	578	2868	146	375	274	311	226	324	470	467	275	2712	1969
Weighted Base	4726	751	1387	2587	338	413	523	864	924	1664	383	159	273	3911	189	553	357	324	315	506	583	653	431	2757	1968
Base (excl can't remember)	4388	726	1289	2373	328	398	484	806	836	1537	340	155	254	3639	172	525	333	310	295	459	551	606	389	2575	1813
I read about it online	1632	323	491	818	146	176	191	300	338	480	118	55	113	1346	64	199	112	121	98	180	210	213	149	977	655
	37%	44%	38%	34%	45%	44%	40%	37%	40%	31%	35%	35%	44%	37%	37%	38%	34%	39%	33%	39%	38%	35%	38%	38%	36%
	ci	xbcgj	i	i	xci	xbcgj	i	i	ci				xjkmpru												
A family member or friend told me	837	185	245	406	89	96	119	127	147	259	71	31	51	684	45	110	73	54	63	81	104	90	63	491	346
	19%	25%	19%	17%	27%	24%	25%	16%	18%	17%	21%	20%	20%	19%	26%	21%	22%	18%	21%	18%	19%	15%	16%	19%	19%
	cgju	xbcgjhi	g		xbcgjhi	xbcgjhi	xbcgjhi				u			u	muv	u	u								
I watched something about it on TV	799	139	229	430	59	80	79	151	145	285	48	23	52	677	35	97	69	62	52	83	102	109	67	455	344
	18%	19%	18%	18%	18%	20%	16%	19%	17%	19%	14%	15%	20%	19%	20%	18%	21%	20%	18%	18%	19%	18%	17%	18%	19%
	j												j				j								
From my landline telephone provider, by email	797	106	189	502	45	62	56	134	188	313	57	35	46	659	36	104	56	45	58	62	118	118	62	464	333
	18%	15%	15%	21%	14%	16%	11%	17%	23%	20%	17%	23%	18%	18%	21%	20%	17%	15%	20%	13%	21%	20%	16%	18%	18%
	abfs		f	xabdefg				f	xabdefg	xabdef			xqs				s						qs		
I read about it in the newspaper	767	117	166	485	63	53	72	93	119	366	65	23	43	636	23	82	56	34	32	87	141	133	50	473	294
	17%	16%	13%	20%	19%	13%	15%	12%	14%	24%	19%	15%	17%	17%	13%	16%	17%	11%	11%	19%	26%	22%	13%	18%	16%
	beghqr	eg		xabefgh	beg					xabcefgh	qrv			qr						qr				jklmnopqrxkmnoqrv	
From my landline telephone provider etc by letter	602	81	155	366	41	40	46	109	137	230	41	23	21	517	18	82	42	33	45	65	81	99	52	343	259
	14%	11%	12%	15%	13%	10%	10%	13%	16%	15%	12%	15%	8%	14%	10%	16%	13%	11%	15%	14%	15%	16%	13%	13%	14%
	aefl		f	xabef				abef	aef				l				l		l		l	l			
I read about it on social media (e.g. Facebook or x/Twitter)	468	185	153	130	101	84	86	68	63	66	35	15	28	390	24	58	43	31	24	28	81	58	44	317	151
	11%	25%	12%	5%	31%	21%	18%	8%	8%	4%	10%	10%	11%	11%	14%	11%	13%	10%	8%	6%	15%	10%	11%	12%	8%
	chisBF	xbcefgjhi	cgjhi	i	xabcefghjhi	xbcgjhi	xbcgjhi	ci	ci				s	s	s	s	s				xmrsu			xBDEF	
Someone from a landline telephone provider knocked on my door	78	35	29	13	19	16	16	13	5	9	7	3	1	67	3	13	10	5	1	5	20	4	6	51	27
	2%	5%	2%	1%	6%	4%	3%	2%	1%	1%	2%	2%	*	2%	2%	3%	3%	2%	*	1%	4%	1%	2%	2%	2%
	chi	xbcgjhi	chi		xbcgjhi	xcgjhi	xchi	c						u		u	lu						xlmru		
By attending a local event run by BT	50	36	8	5	12	24	4	4	2	4	4	1	1	44	*	9	5	3	1	2	17	7	1	33	17
	1%	5%	1%	*	4%	6%	1%	1%	*	*	1%	1%	*	1%	*	2%	2%	1%	*	*	3%	1%	*	1%	1%
	chi	xbcefgjhi			xbcefgjhi	xbcefgjhi	c																xlmrsv		
Other	399	22	120	258	3	18	28	91	79	179	30	7	19	343	9	44	34	44	23	49	34	63	42	234	165
	9%	3%	9%	11%	1%	5%	6%	11%	9%	12%	9%	5%	7%	9%	5%	8%	10%	14%	8%	11%	6%	10%	11%	9%	9%
	adefktE	d	adef	xadef		ad	ad	abdef	ade	xadef	k			kt			k	xijklmnort		kt		kt	k		E

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 34

Q17. How did you hear about it?

Base: All aware of VOIP (excl can't remember)

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	4681	4194	444	2824	1857	1520	337	1931	2727	1153	933	691	2441	480	123	1352	3233	490	912	372	389	358	31	4681	-
Weighted Base	4726	4312	369	2898	1827	1587	240	1830	2877	1156	882	697	2548	240	136	568	4044	182	405	154	162	145	17**	4726	-**
Base (excl can't remember)	4388	3985	360	2717	1670	1452	218	1711	2660	1062	842	653	2365	218	118*	524	3764	169	376	142	151	134	17**	4388	-**
I read about it online	1632	1446	163	1088	544	459	84	677	954	396	335	245	873	80	37	174	1406	65	115	44	48	45	3	1632	-
	37%	36%	45%	40%	33%	32%	39%	40%	36%	37%	40%	37%	37%	37%	31%	33%	37%	38%	31%	31%	32%	34%	19%	37%	-
			adeors	xde				xh								r	or	ors							
A family member or friend told me	837	747	85	537	300	258	42	331	504	177	175	135	449	41	29	102	714	36	69	29	28	25	3	837	-
	19%	19%	24%	20%	18%	18%	19%	19%	19%	17%	21%	21%	19%	19%	25%	19%	19%	21%	18%	20%	18%	19%	16%	19%	-
			xa																						
I watched something about it on TV	799	720	68	481	317	286	31	320	476	179	159	127	428	34	13	107	668	37	75	26	28	26	2	799	-
	18%	18%	19%	18%	19%	20%	14%	19%	18%	17%	19%	19%	18%	16%	11%	21%	18%	22%	20%	18%	19%	19%	14%	18%	-
																x									
From my landline telephone provider, by email	797	730	61	457	340	299	41	299	496	210	112	141	433	38	19	89	693	24	68	22	24	22	2	797	-
	18%	18%	17%	17%	20%	21%	19%	17%	19%	20%	13%	22%	18%	17%	16%	17%	18%	14%	18%	15%	16%	16%	14%	18%	-
			cj		xc	xc				j		j	j												
I read about it in the newspaper	767	690	67	431	336	321	16	361	401	209	132	114	413	42	23	78	673	18	56	20	18	15	2	767	-
	17%	17%	19%	16%	20%	22%	7%	21%	15%	20%	16%	17%	17%	19%	19%	15%	18%	11%	15%	14%	12%	11%	15%	17%	-
			cfhoqrut	f	xcf	xcdf		xh								q	oq		q						
From my landline telephone provider etc by letter	602	546	54	361	241	211	30	261	340	144	112	118	304	24	16	74	522	23	52	19	20	16	4	602	-
	14%	14%	15%	13%	14%	15%	14%	15%	13%	14%	13%	18%	13%	11%	14%	14%	14%	14%	14%	14%	13%	12%	22%	14%	-
												xijl													
I read about it on social media (e.g. Facebook or x/Twitter)	468	369	95	382	86	63	22	237	228	87	170	77	226	23	12	47	411	24	29	17	17	17	1	468	-
	11%	9%	26%	14%	5%	4%	10%	14%	9%	8%	20%	12%	10%	11%	10%	9%	11%	14%	8%	12%	11%	12%	4%	11%	-
			adehilor	xde	e		de	xh			xikl					r	r	xor		r					
Someone from a landline telephone provider knocked on my door	78	59	19	64	14	8	6	46	32	12	32	24	23	5	2	10	67	5	8	4	6	6	-	78	-
	2%	1%	5%	2%	1%	1%	3%	3%	1%	1%	4%	4%	1%	2%	1%	2%	2%	3%	2%	3%	4%	5%	-	2%	-
			adehl	xde	e		de	xh			xil	xil						xo			x	x			
By attending a local event run by BT	50	37	13	44	6	3	2	36	14	14	24	11	13	3	-	4	44	3	2	*	2	2	-	50	-
	1%	1%	4%	2%	*	*	1%	2%	1%	1%	3%	2%	1%	2%	-	1%	1%	2%	1%	*	1%	1%	-	1%	-
			adehl	xde				xh			xl	l						ors							
Other	399	386	12	198	201	173	28	131	266	119	65	60	216	21	9	52	343	14	41	15	19	15	4	399	-
	9%	10%	3%	7%	12%	12%	13%	8%	10%	11%	8%	9%	9%	10%	8%	10%	9%	8%	11%	10%	12%	11%	22%	9%	-
			bcg	xc	xc	c		xg		xj											x				

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 35

Q16a. As you have heard about the switchover, do you now have ...?

Base: All aware of VOIP

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)	
Unweighted Base	4681	915	1355	2411	336	579	604	751	857	1554	616	619	578	2868	146	375	274	311	226	324	470	467	275	2712	1969	
Weighted Base	4726	751	1387	2587	338	413	523	864	924	1664	383	159	273	3911	189	553	357	324	315	506	583	653	431	2757	1968	
NET: Any idea	3254	598	974	1682	268	330	381	593	627	1055	231	123	183	2717	141	377	242	221	229	335	427	467	278	1940	1314	
	69%	80%	70%	65%	79%	80%	73%	69%	68%	63%	60%	77%	67%	69%	75%	68%	68%	68%	73%	66%	73%	71%	65%	70%	67%	
	cijBF	xbcfghi	ci	xbcg	hixbcfghi	ci	i						xjlmopqsv					j	j	j	j	j	xjv	j	xBF	
A good understanding of wh	1472	242	416	814	101	141	144	273	293	521	104	61	80	1228	50	177	88	103	110	139	210	215	134	889	583	
	31%	32%	30%	31%	30%	34%	27%	32%	32%	31%	27%	38%	29%	31%	27%	32%	25%	32%	35%	28%	36%	33%	31%	32%	30%	
	jp										xjlmnps					p	p	p	xjmps	p	D					
A rough idea of what you ne	1782	356	557	868	167	189	237	320	335	534	127	62	104	1488	91	199	154	117	119	196	216	252	144	1050	731	
	38%	47%	40%	34%	49%	46%	45%	37%	36%	32%	33%	39%	38%	38%	48%	36%	43%	36%	38%	39%	37%	39%	33%	38%	37%	
	cij	xbcg	hixbcg	hixbcg	hixbcg	hixbcg						xjmoqtv					jv									
No idea what you need to	1472	153	413	905	70	83	143	271	296	609	152	36	89	1194	47	177	115	103	85	171	156	187	152	818	654	
	31%	20%	30%	35%	21%	20%	27%	31%	32%	37%	40%	23%	33%	31%	25%	32%	32%	32%	27%	34%	27%	29%	35%	30%	33%	
	adektA	ade	xabdef				ae	ade	ade	xabdefg	xkmnoqr		tu	k	k			k	k			k			kt	xA

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 36

Q16a. As you have heard about the switchover, do you now have ...?

Base: All aware of VOIP

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	4681	4194	444	2824	1857	1520	337	1931	2727	1153	933	691	2441	480	123	1352	3233	490	912	372	389	358	31	4681	-
Weighted Base	4726	4312	369	2898	1827	1587	240	1830	2877	1156	882	697	2548	240	136	568	4044	182	405	154	162	145	17**	4726	-**
NET: Any idea	3254	2919	299	2084	1170	989	181	1323	1920	772	702	501	1716	161	66	365	2813	120	259	97	106	94	12	3254	-
	69%	68%	81%	72%	64%	62%	75%	72%	67%	67%	80%	72%	67%	67%	49%	64%	70%	66%	64%	63%	66%	65%	73%	69%	-
			xadehns	xaxde	xe		xde	xh			xikl			n		ors									
A good understanding of what you need to do	1472	1336	120	915	557	477	80	626	839	369	320	222	764	75	27	177	1262	56	127	50	53	47	6	1472	-
	31%	31%	33%	32%	30%	30%	33%	34%	29%	32%	36%	32%	30%	31%	20%	31%	31%	31%	31%	32%	33%	32%	38%	31%	-
			hn					xh			xl			n											
A rough idea of what you need to do	1782	1583	179	1169	613	512	101	697	1081	404	382	279	951	86	39	188	1550	64	131	47	53	47	6	1782	-
	38%	37%	49%	40%	34%	32%	42%	38%	38%	35%	43%	40%	37%	36%	29%	33%	38%	35%	32%	31%	33%	32%	35%	38%	-
			adeors	xde	e		de				xil					ors									
No idea what you need to do	1472	1392	70	814	657	598	59	507	957	384	180	197	832	78	70	204	1231	62	147	57	56	51	5	1472	-
	31%	32%	19%	28%	36%	38%	25%	28%	33%	33%	20%	28%	33%	33%	51%	36%	30%	34%	36%	37%	34%	35%	27%	31%	-
	bcfgj	xb			xcf	xcdf			xg	j		j	j		xm	xp			xp	xp					

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 37

Q16b. Do you help anyone else who doesn't live with you with their landline telephone service?
That may be billing, buying the handset, making calls, getting a good deal, making a complaint etc.
Base: All respondents

	Total (x)	Age								Region												ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
Yes	1343	401	478	464	179	222	209	269	275	188	96	48	61	1138	56	157	96	91	101	121	194	200	122	866	476
	22%	38%	26%	14%	36%	40%	28%	24%	23%	9%	20%	26%	16%	22%	23%	23%	20%	21%	24%	18%	26%	23%	22%	25%	18%
	ci BF	xbcfghi	xci	i	xbcfghi	xbcfghi	xci	ci	ci			xjlps	ls		l			l			xjlmps	l		xBEF	F
No	4797	653	1382	2762	317	336	536	847	903	1859	395	136	308	3959	190	519	395	339	328	555	543	660	431	2633	2164
	78%	62%	74%	86%	64%	60%	72%	76%	77%	91%	80%	74%	84%	78%	77%	77%	80%	79%	76%	82%	74%	77%	78%	75%	82%
	abdefktAC		ade	xabdefgh			ade	ade	ade	xabcdefgh	kt		xkmortu	t			kt			kmt					xACDE

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 38

**Q16b. Do you help anyone else who doesn't live with you with their landline telephone service?
That may be billing, buying the handset, making calls, getting a good deal, making a complaint etc.
Base: All respondents**

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
Yes	1343	1124	204	1072	271	199	72	600	739	280	389	222	654	75	19	149	1147	69	96	38	48	44	4	1156	187
	22%	20%	41%	28%	12%	10%	21%	25%	20%	19%	34%	25%	19%	24%	11%	19%	22%	26%	18%	18%	21%	23%	13%	24%	13%
	adehilnorsz	xa	xdef	e	de	xh	xikl	xil	n	r	r	xoprs	xz												
No	4797	4463	287	2759	2038	1770	268	1784	2988	1186	763	648	2712	241	147	618	4055	192	443	173	178	149	29	3570	1227
	78%	80%	59%	72%	88%	90%	79%	75%	80%	81%	66%	75%	81%	76%	89%	81%	78%	74%	82%	82%	79%	77%	87%	76%	87%
	bcgjkqy	xb	xc	xcdf	c	xg	xjk	xj	xjk	xm	xq	q	xopq	xq											xy

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 39

Q16e. In relation to telephone services using digital technology over the internet and the person you help, do you now have ...?

Base: All aware of VOIP who help anyone they don't live with with their landline telephone service

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)															
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)														
Unweighted Base	1250	453	416	381	169	284	210	206	218	163	147	180	144	779	42	100	70	84	64	71	158	119	71	820	430														
Weighted Base	1156	349	388	419	154	195	168	220	241	177	77	45*	51*	984	48*	145*	84*	80*	91*	96*	170	158*	111*	757	398														
NET: Any idea	906	322	294	291	150	172	139	155	159	132	52	36	39	779	42	105	73	64	67	64	156	128	81	613	294														
	78%	92%	76%	69%	97%	88%	83%	70%	66%	74%	68%	80%	77%	79%	86%	72%	86%	80%	73%	67%	92%	81%	74%	81%	74%														
	cg	hjsBE	xb	ce	fg	h	x	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z						
A good understanding of wh	440	160	121	159	65	95	56	65	80	79	24	17	18	382	21	60	24	31	37	27	78	64	40	291	149														
	38%	46%	31%	38%	42%	49%	33%	30%	33%	44%	31%	37%	35%	39%	44%	41%	28%	38%	41%	28%	46%	40%	36%	38%	37%														
	bg	xb	fg	h	x	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z								
A rough idea of what you ne	466	161	173	132	85	77	83	90	79	53	28	19	22	397	21	45	49	33	29	37	78	64	41	322	144														
	40%	46%	45%	32%	55%	39%	49%	41%	33%	30%	37%	43%	42%	40%	43%	31%	58%	42%	32%	38%	46%	41%	37%	43%	36%														
	chi	x	ce	hi	x	a	c	e	g	h	i	x	ch	i	j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z								
No idea what you need to do for them	249	28	94	128	4	23	29	65	82	45	24	9	12	204	7	40	11	16	24	32	14	31	29	145	105														
	22%	8%	24%	31%	3%	12%	17%	30%	34%	26%	32%	20%	23%	21%	14%	28%	14%	20%	27%	33%	8%	19%	26%	19%	26%														
	ad	e	t	AC	d	a	d	e	f	g	h	i	x	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 40

Q16e. In relation to telephone services using digital technology over the internet and the person you help, do you now have ...?

Base: All aware of VOIP who help anyone they don't live with with their landline telephone service

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	1250	1009	226	993	257	170	87	594	653	258	392	211	568	126	18	344	872	170	202	78	98	92	6	1250	-
Weighted Base	1156	968	176	911	244	182	63*	513	641	251	325	196	553	60*	15**	126	996	58	81	32*	41*	38*	3**	1156	-**
NET: Any idea	906	729	165	716	190	134	56	434	470	203	278	153	413	41	10	92	783	45	55	22	27	25	3	906	-
	78%	75%	94%	79%	78%	74%	90%	85%	73%	81%	86%	78%	75%	69%	64%	73%	79%	77%	68%	70%	67%	65%	100%	78%	-
	ahlmortu		xa				xde	xh			xkl			r	r	r									
A good understanding of what you need to do for them	440	352	83	334	106	75	31	212	226	119	134	84	173	18	6	47	378	22	30	10	13	12	1	440	-
	38%	36%	47%	37%	43%	41%	50%	41%	35%	47%	41%	43%	31%	30%	38%	37%	38%	38%	37%	32%	33%	31%	56%	38%	-
	l		xa							xl	l	l													
A rough idea of what you need to do for them	466	377	82	382	84	59	25	223	244	84	143	69	241	24	4	45	405	23	25	12	14	13	1	466	-
	40%	39%	47%	42%	34%	33%	40%	43%	38%	34%	44%	35%	44%	40%	26%	36%	41%	39%	31%	38%	34%	34%	44%	40%	-
	ir										i		i			r	r								
No idea what you need to do for them	249	239	10	195	54	48	6	78	171	48	47	42	140	18	5	34	213	13	26	9	13	13	-	249	-
	22%	25%	6%	21%	22%	26%	10%	15%	27%	19%	14%	22%	25%	31%	36%	27%	21%	23%	32%	30%	33%	35%	-	22%	-
	bfgj	xb			f	f			xg			j	xj	x		x		xopq			x	x			

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 41
Q16c. Does the person you help have a telecare alarm (for example, a bracelet or pendant with a button that can be pressed that makes a call for help in an emergency)?
Base: All who help anyone they don't live with with their landline telephone service

	Total (x)	Age									Region											ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)
Unweighted Base	1457	522	506	429	198	324	257	249	254	175	177	204	170	906	50	113	80	98	74	86	179	146	80	937	520
Weighted Base	1343	401	478	464	179	222	209	269	275	188	96	48*	61*	1138	56*	157*	96*	91*	101*	121*	194	200	122*	866	476
Yes	507	217	133	157	102	115	67	66	87	69	36	14	27	429	20	48	39	32	39	41	96	76	39	354	153
	38%	54%	28%	34%	57%	52%	32%	24%	32%	37%	38%	28%	45%	38%	36%	31%	40%	35%	38%	34%	49%	38%	32%	41%	32%
	bgkBF	xbcfghi		g	xbcfghi	xbcfghi				g			k								xkmoqsv			xBDF	
No	804	167	334	302	64	103	137	198	187	115	58	34	32	680	35	103	54	57	62	76	90	120	83	499	305
	60%	42%	70%	65%	36%	46%	66%	73%	68%	61%	60%	70%	52%	60%	62%	66%	57%	63%	61%	63%	46%	60%	68%	58%	64%
	adetC		xade	xade	ad	ade	xadei	xade	ade		t	xlt		t		t		t	t	t		t	t	C	xC
Don't know	32	17	11	4	13	4	5	6	1	4	2	1	2	28	1	5	3	2	1	3	9	4	-	14	18
	2%	4%	2%	1%	7%	2%	2%	2%	*	2%	2%	2%	3%	2%	2%	3%	3%	2%	1%	3%	5%	2%	-	2%	4%
	chA	xceh		xbcefg																					xADF

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F
Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 42

Q16c. Does the person you help have a telecare alarm (for example, a bracelet or pendant with a button that can be pressed that makes a call for help in an emergency)?

Base: All who help anyone they don't live with with their landline telephone service

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	1457	1175	264	1159	298	190	108	692	760	292	458	241	678	150	23	410	1002	204	241	95	119	109	10	1250	207
Weighted Base	1343	1124	204	1072	271	199	72*	600	739	280	389	222	654	75	19**	149	1147	69	96	38*	48*	44*	4**	1156	187
Yes	507	397	96	405	102	72	29	270	236	123	152	84	223	31	4	62	422	24	38	16	16	14	2	445	62
	38%	35%	47%	38%	38%	36%	41%	45%	32%	44%	39%	38%	34%	42%	22%	41%	37%	36%	39%	43%	33%	33%	36%	39%	33%
	ahl		xa					xh		xl															
No	804	706	97	640	163	123	40	308	493	152	222	135	419	42	15	86	698	43	57	21	31	28	3	688	115
	60%	63%	48%	60%	60%	62%	55%	51%	67%	54%	57%	61%	64%	57%	78%	57%	61%	63%	59%	57%	65%	65%	64%	60%	62%
	bg		xb					xg		xij															
Don't know	32	22	11	27	6	3	3	22	10	5	14	2	12	1	-	2	27	1	2	*	1	1	-	22	10
	2%	2%	5%	2%	2%	1%	4%	4%	1%	2%	4%	1%	2%	2%	-	1%	2%	1%	2%	*	2%	2%	-	2%	5%
	ahy		xa					xh		k															xy

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 43

Q16c. Does the person you help have a telecare alarm (for example, a bracelet or pendant with a button that can be pressed that makes a call for help in an emergency)?

Base: All who help anyone they don't live with with their landline telephone service (excl don't know)

	Age										Region												ABC1 (A)	C2DE (B)	
	18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)	South West (v)			
Unweighted Base	1457	522	506	429	198	324	257	249	254	175	177	204	170	906	50	113	80	98	74	86	179	146	80	937	520
Weighted Base	1343	401	478	464	179	222	209	269	275	188	96	48*	61*	1138	56*	157*	96*	91*	101*	121*	194	200	122*	866	476
Base (excl don't know)	1310	384	467	459	166	218	204	263	275	185	94	48*	59*	1110	55*	152*	93*	89*	101*	118*	185	195	122*	852	458
Yes	507	217	133	157	102	115	67	66	87	69	36	14	27	429	20	48	39	32	39	41	96	76	39	354	153
	39%	57%	28%	34%	61%	53%	33%	25%	32%	38%	39%	29%	46%	39%	37%	32%	42%	36%	38%	35%	52%	39%	32%	41%	33%
	bghkBF	xbcfghi		g	xbcfghi	xbcfghi				g			k								xjkmoqsuv			xBDF	
No	804	167	334	302	64	103	137	198	187	115	58	34	32	680	35	103	54	57	62	76	90	120	83	499	305
	61%	43%	72%	66%	39%	47%	67%	75%	68%	62%	61%	71%	54%	61%	63%	68%	58%	64%	62%	65%	48%	61%	68%	59%	67%
	adetAC		xade	ade			ade	xacdei	xade	ade	t	xlt		t		t		t		t		t	t	C	xAC

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 44

Q16c. Does the person you help have a telecare alarm (for example, a bracelet or pendant with a button that can be pressed that makes a call for help in an emergency)?

Base: All who help anyone they don't live with with their landline telephone service (excl don't know)

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	1457	1175	264	1159	298	190	108	692	760	292	458	241	678	150	23	410	1002	204	241	95	119	109	10	1250	207
Weighted Base	1343	1124	204	1072	271	199	72*	600	739	280	389	222	654	75	19**	149	1147	69	96	38*	48*	44*	4**	1156	187
Base (excl don't know)	1310	1103	193	1045	265	196	69*	578	729	275	374	220	642	74	19**	147	1120	68	94	38*	47*	43*	4**	1133	177
Yes	507	397	96	405	102	72	29	270	236	123	152	84	223	31	4	62	422	24	38	16	16	14	2	445	62
	39%	36%	50%	39%	38%	37%	42%	47%	32%	45%	41%	38%	35%	42%	22%	42%	38%	36%	40%	43%	34%	33%	36%	39%	35%
	ahl		xa					xh		l															
No	804	706	97	640	163	123	40	308	493	152	222	135	419	42	15	86	698	43	57	21	31	28	3	688	115
	61%	64%	50%	61%	62%	63%	58%	53%	68%	55%	59%	62%	65%	58%	78%	58%	62%	64%	60%	57%	66%	67%	64%	61%	65%
	bg	xb						xg				xi													

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 45

Q16d. Does the person you help use any of the following services with their telephone?
Base: All who help anyone they don't live with with their landline telephone service

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)	
Unweighted Base	1457	522	506	429	198	324	257	249	254	175	177	204	170	906	50	113	80	98	74	86	179	146	80	937	520	
Weighted Base	1343	401	478	464	179	222	209	269	275	188	96	48*	61*	1138	56*	157*	96*	91*	101*	121*	194	200	122*	866	476	
Priority fault repair	231	80	70	81	37	42	26	45	49	32	14	3	12	202	4	27	21	14	8	14	50	36	27	158	72	
	17%	20%	15%	17%	21%	19%	12%	17%	18%	17%	15%	6%	20%	18%	7%	17%	22%	15%	8%	11%	26%	18%	22%	18%	15%	
	kr	f		f									k	kr		k	kr				xjkmrs	k	kr			
Large print	198	104	55	40	49	55	27	28	31	8	15	7	5	172	7	26	12	13	12	16	31	44	10	143	56	
	15%	26%	11%	9%	27%	25%	13%	10%	11%	4%	16%	14%	7%	15%	13%	17%	13%	15%	12%	14%	16%	22%	8%	16%	12%	
	bciB	xbcfghi	i	xbcfghi	xbcfghi	i																xlmv			B	
Third party bill management	140	71	39	30	32	39	29	10	19	10	2	4	4	130	1	13	13	11	11	4	39	28	9	89	51	
	10%	18%	8%	6%	18%	17%	14%	4%	7%	6%	3%	8%	6%	11%	2%	9%	13%	13%	11%	4%	20%	14%	7%	10%	11%	
	cgjs	xbcfghi	g	xbcfghi	xbcfghi	bcghi								js			js	js	j		xjklmnosv	js			D	
Tone callers	130	89	31	10	46	43	20	11	7	2	5	2	1	121	11	9	12	6	6	5	46	21	6	105	24	
	10%	22%	7%	2%	26%	19%	10%	4%	3%	1%	6%	4%	2%	11%	20%	5%	13%	7%	6%	4%	24%	10%	5%	12%	5%	
	bcghiklBF	xbcfghi	ci	xbcfghi	xbcfghi	bcghi								kls	xjklorsv		l				xjklmoqrsuv				xBEF	
Free Directory Enquiries	129	86	33	11	46	40	18	15	8	2	10	2	5	113	8	11	11	12	8	9	39	12	3	101	29	
	10%	21%	7%	2%	26%	18%	8%	6%	3%	1%	10%	4%	8%	10%	13%	7%	12%	13%	8%	8%	20%	6%	2%	12%	6%	
	bchikvBDE	xbcfghi	ci	xbcfghi	xbcfghi	chi					v			v	v		v	kv			xjklmorsuv				xBDE	
Braille	59	41	14	3	19	22	12	2	3	1	2	*	*	56	3	5	3	10	7	3	12	8	5	43	16	
	4%	10%	3%	1%	11%	10%	6%	1%	1%	*	2%	*	*	5%	6%	3%	3%	11%	7%	2%	6%	4%	4%	5%	3%	
	cghik	xbcfghi	cg	xbcfghi	xbcfghi	bcghi								k			xjklms	k			k					
None of the above	687	96	284	307	30	66	120	164	182	125	53	33	37	563	34	85	42	51	61	71	53	100	67	418	269	
	51%	24%	59%	66%	17%	30%	57%	61%	66%	67%	56%	69%	61%	50%	60%	54%	44%	56%	61%	59%	28%	50%	55%	48%	57%	
	adetAC	d	xade	xade	ad	ade	xade	xade	xade		t	xmoptu	t	t	t	t	t	t	t	t	t	t	t	t	C	xAC
Don't know	83	22	32	28	12	11	7	25	14	14	8	3	4	68	1	10	8	4	6	10	13	6	11	51	31	
	6%	6%	7%	6%	7%	5%	3%	9%	5%	8%	8%	5%	7%	6%	1%	6%	8%	5%	6%	8%	7%	3%	9%	6%	7%	
			f				f																			

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F
Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 46

Q16d. Does the person you help use any of the following services with their telephone?

Base: All who help anyone they don't live with with their landline telephone service

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	1457	1175	264	1159	298	190	108	692	760	292	458	241	678	150	23	410	1002	204	241	95	119	109	10	1250	207
Weighted Base	1343	1124	204	1072	271	199	72*	600	739	280	389	222	654	75	19**	149	1147	69	96	38*	48*	44*	4**	1156	187
Priority fault repair	231	190	38	180	50	36	15	117	114	60	68	47	106	12	1	32	190	10	25	7	9	8	1	212	19
	17%	17%	19%	17%	19%	18%	20%	19%	15%	22%	18%	21%	16%	16%	7%	21%	17%	14%	26%	19%	18%	19%	12%	18%	10%
																xq			xopq						xz
Large print	198	149	44	179	20	12	7	113	85	34	68	35	94	14	1	29	162	13	17	6	7	7	1	172	27
	15%	13%	22%	17%	7%	6%	10%	19%	11%	12%	17%	16%	14%	18%	6%	20%	14%	19%	18%	15%	15%	15%	12%	15%	14%
			xa	xde				xh								xp									
Third party bill management	140	95	45	121	19	7	12	91	49	33	50	35	58	2	*	16	122	8	12	4	7	6	1	127	13
	10%	8%	22%	11%	7%	4%	16%	15%	7%	12%	13%	16%	9%	3%	3%	11%	11%	11%	12%	10%	15%	14%	24%	11%	7%
			xa	e	e	de	xh					xl													
Tone callers	130	73	49	120	10	4	5	89	41	34	65	21	37	5	-	10	110	7	6	2	4	3	1	121	9
	10%	7%	24%	11%	4%	2%	7%	15%	6%	12%	17%	9%	6%	7%	-	7%	10%	10%	6%	4%	8%	6%	23%	10%	5%
			xa	xde				xh		l	xkl												*		xz
Free Directory Enquiries	129	78	47	125	5	1	3	85	44	25	62	36	37	9	1	15	109	8	8	2	3	3	*	117	13
	10%	7%	23%	12%	2%	1%	5%	14%	6%	9%	16%	16%	6%	12%	5%	10%	9%	11%	8%	6%	6%	6%	1%	10%	7%
			xa	xde			e	xh			xil	xil													
Braille	59	37	22	56	3	1	2	40	19	14	29	14	17	2	-	4	52	3	2	2	2	2	-	57	2
	4%	3%	11%	5%	1%	*	3%	7%	3%	5%	8%	6%	3%	3%	-	3%	5%	4%	2%	4%	4%	4%	-	5%	1%
			xa	xde				xh			xl	l													z
None of the above	687	642	45	524	163	128	36	243	440	137	163	106	367	39	13	68	605	33	45	21	26	23	3	584	103
	51%	57%	22%	49%	60%	64%	49%	41%	60%	49%	42%	48%	56%	53%	71%	46%	53%	49%	47%	56%	54%	53%	63%	51%	55%
			xb	xcf	xcf			xg				xj				o									
Don't know	83	68	13	56	27	21	6	32	51	12	23	10	47	6	2	12	61	6	8	2	3	3	-	55	28
	6%	6%	6%	5%	10%	11%	8%	5%	7%	4%	6%	5%	7%	7%	8%	8%	5%	9%	8%	4%	6%	7%	-	5%	15%
				xc	xc																				xy

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f - x/g/h - x/i/j/k/l - x/m/n - x/o/p/q/r/s - x/t/u/v - x/y/z
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 47

Q16d. Does the person you help use any of the following services with their telephone?

Base: All who help anyone they don't live with with their landline telephone service (excl don't know)

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	1457	522	506	429	198	324	257	249	254	175	177	204	170	906	50	113	80	98	74	86	179	146	80	937	520
Weighted Base	1343	401	478	464	179	222	209	269	275	188	96	48*	61*	1138	56*	157*	96*	91*	101*	121*	194	200	122*	866	476
Base (excl don't know)	1260	379	446	436	167	212	202	244	262	174	88	46*	57*	1070	55*	147*	88*	87*	96*	111*	181	194	111*	815	445
Priority fault repair	231	80	70	81	37	42	26	45	49	32	14	3	12	202	4	27	21	14	8	14	50	36	27	158	72
	18%	21%	16%	19%	22%	20%	13%	18%	19%	19%	16%	7%	21%	19%	7%	19%	24%	16%	9%	12%	28%	19%	24%	19%	16%
	fkr	f		f									k	kr		k	knr			xjkmnrs	k	knr			
Large print	198	104	55	40	49	55	27	28	31	8	15	7	5	172	7	26	12	13	12	16	31	44	10	143	56
	16%	28%	12%	9%	29%	26%	13%	11%	12%	5%	17%	15%	8%	16%	13%	18%	14%	15%	12%	15%	17%	23%	9%	18%	12%
	bciB	xbcfghi	i	i	xbcfghi	xbcfghi	i															xlmv			
Third party bill management	140	71	39	30	32	39	29	10	19	10	2	4	4	130	1	13	13	11	11	4	39	28	9	89	51
	11%	19%	9%	7%	19%	18%	14%	4%	7%	6%	3%	8%	6%	12%	3%	9%	14%	13%	12%	4%	22%	14%	8%	11%	11%
	cgjs	xbcgghi	g		xbcfghi	xbcfghi	bcghi							js			js	j	j		xjklmnosv	js		D	
Tone callers	130	89	31	10	46	43	20	11	7	2	5	2	1	121	11	9	12	6	6	5	46	21	6	105	24
	10%	23%	7%	2%	27%	20%	10%	5%	3%	1%	6%	4%	2%	11%	20%	6%	14%	7%	7%	4%	25%	11%	5%	13%	5%
	bcghiklBF	xbcfghi	ci		xbcfghi	xbcfghi	bchi							kls	jklosv		l				xjklmoqrsuv			xBEF	
Free Directory Enquiries	129	86	33	11	46	40	18	15	8	2	10	2	5	113	8	11	11	12	8	9	39	12	3	101	29
	10%	23%	7%	2%	27%	19%	9%	6%	3%	1%	11%	4%	9%	11%	14%	7%	13%	14%	8%	9%	21%	6%	3%	12%	6%
	bchikvBDE	xbcfghi	ci		xbcfghi	xbcfghi	chi				v			kv	v		v	kv			xjklmorsuv			xBDE	
Braille	59	41	14	3	19	22	12	2	3	1	2	*	*	56	3	5	3	10	7	3	12	8	5	43	16
	5%	11%	3%	1%	11%	10%	6%	1%	1%	*	3%	*	*	5%	6%	4%	4%	11%	8%	2%	6%	4%	4%	5%	4%
	cghik	xbcfghi	cg		xbcfghi	xbcfghi	bcghi							k				xjklms	k		k				
None of the above	687	96	284	307	30	66	120	164	182	125	53	33	37	563	34	85	42	51	61	71	53	100	67	418	269
	55%	25%	64%	70%	18%	31%	59%	67%	69%	72%	61%	72%	66%	53%	61%	58%	47%	59%	64%	64%	29%	51%	60%	51%	61%
	ademtAC	d	xade	xadef		ad	ade	xade	xade	xadef	t	xmoptu	t	t	t	t	t	t	t	mt	t	t	C	xAC	

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 48

Q16d. Does the person you help use any of the following services with their telephone?

Base: All who help anyone they don't live with with their landline telephone service (excl don't know)

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	1457	1175	264	1159	298	190	108	692	760	292	458	241	678	150	23	410	1002	204	241	95	119	109	10	1250	207
Weighted Base	1343	1124	204	1072	271	199	72*	600	739	280	389	222	654	75	19**	149	1147	69	96	38*	48*	44*	4**	1156	187
Base (excl don't know)	1260	1056	191	1016	244	177	67*	568	689	268	366	211	607	69	17**	137	1086	63	89	36*	45*	41*	4**	1101	159
Priority fault repair	231	190	38	180	50	36	15	117	114	60	68	47	106	12	1	32	190	10	25	7	9	8	1	212	19
	18%	18%	20%	18%	21%	20%	22%	21%	17%	23%	19%	22%	18%	18%	8%	23%	17%	16%	28%	19%	19%	20%	12%	19%	12%
Large print	198	149	44	179	20	12	7	113	85	34	68	35	94	14	1	29	162	13	17	6	7	7	1	172	27
	16%	14%	23%	18%	8%	7%	11%	20%	12%	13%	19%	16%	16%	20%	6%	21%	15%	21%	19%	15%	16%	16%	12%	16%	17%
Third party bill management	140	95	45	121	19	7	12	91	49	33	50	35	58	2	*	16	122	8	12	4	7	6	1	127	13
	11%	9%	23%	12%	8%	4%	18%	16%	7%	12%	14%	17%	10%	3%	3%	12%	11%	12%	13%	11%	16%	15%	24%	12%	8%
Tone callers	130	73	49	120	10	4	5	89	41	34	65	21	37	5	-	10	110	7	6	2	4	3	1	121	9
	10%	7%	26%	12%	4%	2%	8%	16%	6%	13%	18%	10%	6%	8%	-	8%	10%	11%	7%	4%	8%	7%	23%	11%	5%
Free Directory Enquiries	129	78	47	125	5	1	3	85	44	25	62	36	37	9	1	15	109	8	8	2	3	3	*	117	13
	10%	7%	25%	12%	2%	1%	5%	15%	6%	9%	17%	17%	6%	13%	5%	11%	10%	12%	9%	7%	6%	7%	1%	11%	8%
Braille	59	37	22	56	3	1	2	40	19	14	29	14	17	2	-	4	52	3	2	2	2	2	-	57	2
	5%	3%	12%	5%	1%	*	4%	7%	3%	5%	8%	6%	3%	3%	-	3%	5%	5%	2%	4%	4%	5%	-	5%	1%
None of the above	687	642	45	524	163	128	36	243	440	137	163	106	367	39	13	68	605	33	45	21	26	23	3	584	103
	55%	61%	23%	52%	67%	72%	53%	43%	64%	51%	45%	50%	60%	57%	77%	50%	56%	53%	51%	58%	58%	57%	63%	53%	65%
	bcgjy	xb		xcf	xcdf			xg				xijk												xy	

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 49

Q2. How do you make calls when you're at home?

Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
Mobile phone	5408	993	1731	2684	464	529	711	1020	1066	1618	430	171	306	4501	220	602	433	377	386	575	662	779	468	3124	2284
	88%	94%	93%	83%	93%	95%	96%	91%	90%	79%	88%	93%	83%	88%	89%	89%	88%	88%	90%	85%	90%	91%	85%	89%	86%
	ciIBF	xcghi	xcghi	i	xci	xcghi	xbcghi	xci	xci			xjImpqsv		lsv		l			l		lsv	lsv		xBF	F
Landline (corded or cordless)	3541	533	949	2059	251	282	392	558	624	1435	287	94	217	2944	139	409	288	256	221	416	437	464	313	2039	1502
	58%	51%	51%	64%	51%	51%	53%	50%	53%	70%	58%	51%	59%	58%	56%	61%	59%	60%	51%	62%	59%	54%	57%	58%	57%
	abdefghkr			xabdefgh						xabcdegh	k		k	kr		kru	k	kr		kru	kr				
Use my tablet (iPad or)	433	141	120	172	55	86	67	54	51	121	31	6	15	381	33	48	33	28	27	48	83	51	30	277	156
	7%	13%	6%	5%	11%	15%	9%	5%	4%	6%	6%	3%	4%	7%	13%	7%	7%	7%	6%	7%	11%	6%	5%	8%	6%
	cghiklB	xbcfghi	g		xbcghi	xbcfghi	bcghi				k			kl	klmnopqrsu	k				k	klmnopqrsuv			xBF	
Smart Watch	196	95	73	27	44	51	47	26	11	16	7	4	6	178	14	24	22	10	9	24	37	28	11	132	63
	3%	9%	4%	1%	9%	9%	6%	2%	1%	1%	1%	2%	2%	4%	6%	4%	4%	2%	2%	4%	5%	3%	2%	4%	2%
	chijBF	xbcfghi	cghi		xbcghi	xbcfghi	xbcghi	ci						xj	jlv	j	jl				xjklv			xBF	
Use Alexa or Google Home	141	38	48	55	13	25	33	15	20	35	8	2	5	125	6	18	17	12	5	16	28	13	10	84	57
	2%	4%	3%	2%	3%	4%	4%	1%	2%	2%	2%	1%	1%	2%	2%	3%	3%	3%	1%	2%	4%	2%	2%	2%	2%
	c	xcghi	g			xbcghi	xbcghi														xjklmru				

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 50

Q2. How do you make calls when you're at home?

Base: All respondents

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
Mobile phone	5408	4900	455	3570	1838	1553	286	2152	3233	1203	1101	744	3039	283	140	663	4595	238	461	183	203	174	28	4143	1265
	88%	88%	93%	93%	80%	79%	84%	90%	87%	82%	96%	86%	90%	90%	85%	86%	88%	91%	86%	87%	90%	90%	86%	88%	89%
Landline (corded or cordless)	3541	3211	296	1979	1563	1374	189	1395	2122	897	600	538	1886	178	102	502	2935	142	366	137	140	115	25	2823	719
	58%	57%	60%	52%	68%	70%	55%	59%	57%	61%	52%	62%	56%	62%	65%	56%	54%	68%	65%	62%	59%	77%	60%	51%	
Use my tablet (iPad or)	433	331	90	286	147	110	37	222	205	114	117	68	192	20	10	75	334	29	49	24	24	15	8	342	91
	7%	6%	18%	7%	6%	6%	11%	9%	6%	8%	10%	8%	6%	6%	6%	10%	6%	11%	9%	11%	11%	8%	25%	7%	6%
Smart Watch	196	135	57	175	20	13	7	113	81	34	86	36	77	5	2	23	162	14	15	9	11	11	1	158	38
	3%	2%	12%	5%	1%	1%	2%	5%	2%	2%	7%	4%	2%	1%	1%	3%	3%	5%	3%	4%	5%	6%	2%	3%	3%
Use Alexa or Google Home	141	105	32	105	36	29	7	77	61	23	60	36	60	4	4	25	110	9	17	8	6	5	1	118	23
	2%	2%	7%	3%	2%	1%	2%	3%	2%	2%	5%	4%	2%	1%	2%	3%	2%	4%	3%	4%	3%	3%	4%	2%	2%
			xa	xde	e	de	xh	xh			xikl	il						xopr		x	x				
			adehl																						
			adehl																						

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 51

Q3. What is your preferred device to make calls at home?

Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
Mobile phone	4119	891	1438	1789	426	465	631	808	821	968	309	135	222	3452	171	471	338	295	304	413	515	611	335	2419	1700
	67%	85%	77%	55%	86%	83%	85%	72%	70%	47%	63%	73%	60%	68%	70%	70%	69%	69%	71%	61%	70%	71%	61%	69%	64%
	cijlsvBF	xbcgghi	xcgghi	i	xbcgghi	xbcgghi	xbcgghi	xci	ci					jlsv	l	jlsv	lsv	lsv	jlsv		jlsv	xjlsv		xBF	F
Landline (corded or cordless)	1962	130	408	1424	56	74	108	300	356	1068	177	48	144	1593	68	201	149	131	125	261	204	242	213	1053	910
	32%	12%	22%	44%	11%	13%	15%	27%	30%	52%	36%	26%	39%	31%	28%	30%	30%	31%	29%	39%	28%	28%	38%	30%	34%
	abdefgktuAC		adef	xabdefgh			abdef	abdef	xbcddefgh	xkmnortu		xkmnopqrt	k						xkmnopqrtu		xkmnopqrtu			xACE	
Use my tablet (iPad or)	51	28	13	10	13	14	5	8	1	10	3	1	2	46	6	3	3	4	1	1	17	6	5	26	25
	1%	3%	1%	*	3%	3%	1%	1%	*	*	1%	1%	*	1%	2%	*	1%	1%	*	*	2%	1%	1%	1%	1%
	ch	xbcfghi	h		xbcfghi	xbcfghi	h							xmors						xjlmorsu					F
Smart Watch	5	5	-	-	1	5	-	-	-	-	1	-	-	5	1	-	1	-	-	1	2	1	-	1	4
	*	1%	-	-	*	1%	-	-	-	-	*	-	-	*	*	-	*	-	-	*	*	*	-	*	*
	xbcgghi				xbcfghi																				
Use Alexa or Google Home	2	-	1	2	-	-	-	1	*	2	1	*	*	1	-	-	*	-	-	-	-	-	1	1	2
	*	-	*	*	-	-	-	*	*	*	*	*	*	-	-	-	*	-	-	-	-	-	*	*	*

Proportions/Means: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 52

Q3. What is your preferred device to make calls at home?

Base: All respondents

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
Mobile phone	4119	3683	392	2967	1152	922	230	1697	2411	874	938	528	2341	203	102	461	3540	192	303	129	146	132	14	3076	1043
	67%	66%	80%	77%	50%	47%	68%	71%	65%	60%	81%	61%	70%	64%	61%	60%	68%	74%	56%	62%	65%	68%	42%	65%	74%
Landline (corded or cordless)	1962	1863	84	819	1143	1038	105	650	1294	569	198	330	1010	111	62	300	1612	66	232	80	79	60	19	1594	369
	32%	33%	17%	21%	49%	53%	31%	27%	35%	39%	17%	38%	30%	35%	38%	39%	31%	25%	43%	38%	35%	31%	58%	34%	26%
Use my tablet (iPad or...)	51	36	13	38	13	8	5	32	19	22	12	9	12	1	2	5	44	2	3	1	1	1	-	48	3
	1%	1%	3%	1%	1%	*	2%	1%	1%	2%	1%	1%	*	*	1%	1%	1%	1%	1%	*	1%	1%	-	1%	*
Smart Watch	5	3	2	5	-	-	-	5	1	1	3	2	2	1	-	-	5	-	-	-	-	-	-	5	-
	*h	*	*xa	*	-	-	-	*h	*	*	*	*	*	*	-	-	*	-	-	-	-	-	-	*	-
Use Alexa or Google Home	2	2	-	1	1	1	-	*	2	-	1	1	1	1	-	2	1	-	2	*	-	-	-	2	*
	*p	*	-	*	*	*	-	*	*	-	*	*	*	*	-	*xp	*	-	*xp	*	-	-	-	*	*

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 53

Q4. Do you have any other devices connected via your landline?

Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
No other devices connected to Landline	5449	816	1718	2915	377	439	663	1054	1087	1828	441	169	354	4485	221	595	443	375	381	618	589	758	504	3048	2400
	89%	77%	92%	90%	76%	79%	89%	94%	92%	89%	90%	92%	96%	88%	90%	88%	90%	87%	89%	92%	80%	88%	91%	87%	91%
	ademtAC		xadefi	xadei		ade	xabcdefi	xacdei	ade	t	mt	:mnopqrst	t	t	t	t	t	t	mt		t	t	C	xAC	
NET: Any other device	691	238	143	311	119	119	81	62	92	219	50	15	15	612	24	81	48	55	49	57	148	101	48	451	240
	11%	23%	8%	10%	24%	21%	11%	6%	8%	11%	10%	8%	4%	12%	10%	12%	10%	13%	11%	8%	20%	12%	9%	13%	9%
	bcghIBF	xbcfghi	g	gh	xbcfghi	xbcfghi	bg			bcgh	l	l		xkls	l	l	l	l	l	l	lmnopqr	l	l	xBDEF	
Burglar alarm	290	95	83	112	48	47	45	38	38	74	15	11	4	261	4	46	22	29	23	18	62	44	12	201	89
	5%	9%	4%	3%	10%	8%	6%	3%	3%	4%	3%	6%	1%	5%	2%	7%	5%	7%	5%	3%	8%	5%	2%	6%	3%
	chijlvBF	xbcfghi	g	xbcfghi	xbcfghi	bcghi				bcghi	l	jlsv		xjlsv		xjlsv	l	jlsv	lv		xjlmnpsuv	lv		xBDEF	
Telecare/Medicare alarm (su)	236	111	39	86	55	57	26	13	15	71	21	2	5	208	14	18	21	17	18	26	48	32	13	166	70
	4%	11%	2%	3%	11%	10%	3%	1%	1%	3%	4%	1%	1%	4%	6%	3%	4%	4%	4%	4%	6%	4%	2%	5%	3%
	bcghklBEF	xbcfghi	g	gh	xbcfghi	xbcfghi	bgh			bcgh	kl			kl	kl		kl	kl	kl	kl	xklmouv	kl		xBDEF	
Medical Services that require	151	85	27	39	43	42	21	7	15	24	6	2	3	140	10	16	14	5	9	10	49	12	16	111	40
	2%	8%	1%	1%	9%	8%	3%	1%	1%	1%	1%	1%	1%	3%	4%	2%	3%	1%	2%	1%	7%	1%	3%	3%	2%
	bcghijklBF	xbcfghi	g	xbcfghi	xbcfghi	bcghi				bcghi				xjkl	jkl						xjklmnoprsuv			xBDEF	
Other	128	3	18	106	2	1	3	15	30	76	14	2	5	107	*	14	5	13	5	12	24	21	11	65	63
	2%	*	1%	3%	*	*	*	1%	3%	4%	3%	1%	1%	2%	*	2%	1%	3%	1%	2%	3%	2%	2%	2%	2%
	abdef			xabdefg			ae	abdef	xabdefg	n							n				xkmnp				

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F
 Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 54

Q4. Do you have any other devices connected via your landline?

Base: All respondents

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
No other devices connected to Landline	5449	5034	372	3371	2077	1771	307	2026	3399	1277	975	736	3108	281	152	653	4648	227	459	182	200	174	26	4132	1316
	89%	90%	76%	88%	90%	90%	90%	85%	91%	87%	85%	85%	92%	89%	92%	85%	89%	87%	85%	86%	88%	90%	80%	87%	93%
	bgjkorvy	xb							xg				xijk			xor				v	tv		xy		
NET: Any other device	691	554	120	459	232	198	34	358	328	190	177	133	258	35	14	115	554	34	80	29	26	19	7	593	98
	11%	10%	24%	12%	10%	10%	10%	15%	9%	13%	15%	15%	8%	11%	8%	15%	11%	13%	15%	14%	12%	10%	20%	13%	7%
	ahlpz		xa					xh		l	xl	xl				xp			xp		u		xtu	xz	
Burglar alarm	290	234	52	217	74	61	12	163	124	53	92	58	140	13	2	45	237	16	32	9	11	7	4	243	48
	5%	4%	10%	6%	3%	3%	4%	7%	3%	4%	8%	7%	4%	4%	1%	6%	5%	6%	6%	4%	5%	4%	12%	5%	3%
	adehinz		xa	xde				xh			xil	xil				x				u		xtu	xz		
Telecare/Medicare alarm (su	236	175	52	152	84	72	12	128	105	88	63	53	53	14	6	51	174	15	37	13	13	9	4	206	30
	4%	3%	11%	4%	4%	4%	4%	5%	3%	6%	5%	6%	2%	4%	4%	7%	3%	6%	7%	6%	6%	4%	13%	4%	2%
	ahlpz		xa					xh		xl	xl	xl				xp		xp	xp	xp	xu		xtu	xz	
Medical Services that requir	151	104	42	113	38	28	10	101	50	39	53	28	45	5	1	27	120	9	18	7	6	5	1	135	16
	2%	2%	9%	3%	2%	1%	3%	4%	1%	3%	5%	3%	1%	2%	1%	3%	2%	3%	3%	3%	3%	3%	2%	3%	1%
	adehlz		xa	xde				xh		l	xil	l				xp			x					xz	
Other	128	119	5	56	72	63	9	47	79	37	4	22	67	8	6	19	105	6	12	6	5	4	1	112	15
	2%	2%	1%	1%	3%	3%	3%	2%	2%	3%	*	3%	2%	2%	4%	2%	2%	2%	2%	3%	2%	2%	2%	2%	1%
	cjz				xc	xc				j		j	j											xz	

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 55

Q4a. Have you informed your landline provider that you use the additional services/devices connected to your phone line?

Base: All with device(s) connected to their landline

	Total (x)	Age								Region												ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)
Unweighted Base	785	297	165	323	131	166	103	62	100	223	95	85	65	540	24	63	51	60	38	43	140	81	40	489	296
Weighted Base	691	238	143	311	119*	119	81*	62*	92*	219	50*	15*	15**	612	24**	81*	48*	55*	49*	57*	148	101*	48*	451	240
Yes	337	165	70	102	86	79	49	21	29	73	23	11	5	298	8	42	28	30	21	23	81	48	16	239	98
	49%	69%	49%	33%	72%	66%	61%	34%	31%	34%	46%	69%	37%	49%	33%	52%	59%	55%	44%	41%	55%	48%	33%	53%	41%
	chiBF	xbcghi	cghi		xbcghi	xbcghi	xbcghi					xjmrsuv				v				v			xBF		
No	285	57	56	172	23	34	27	29	55	117	22	4	7	252	15	31	14	14	23	32	59	36	28	174	111
	41%	24%	39%	55%	19%	29%	33%	47%	60%	54%	44%	24%	50%	41%	62%	38%	30%	25%	46%	55%	40%	35%	59%	38%	46%
	adekqC		ad	xabdef			ade	xabdef	xabdef		q			kq					kpq			xkmpqu		C	
Can't remember	70	17	17	36	10	6	5	12	8	28	5	1	2	62	1	8	5	11	5	2	8	17	4	38	31
	10%	7%	12%	12%	9%	5%	6%	19%	9%	13%	10%	7%	13%	10%	5%	10%	11%	20%	10%	4%	5%	17%	8%	8%	13%
	aet		f				ae		e				t				xmst			t					

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 56

Q4a. Have you informed your landline provider that you use the additional services/devices connected to your phone line?

Base: All with device(s) connected to their landline

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	785	610	159	518	267	207	60	418	358	220	232	151	271	76	16	282	482	110	179	71	71	58	13	661	124
Weighted Base	691	554	120	459	232	198	34*	358	328	190	177	133*	258	35*	14**	115	554	34*	80	29*	26*	19*	7**	593	98*
Yes	337	246	80	254	83	65	18	201	132	86	113	71	114	18	4	46	273	19	33	9	12	7	5	304	33
	49%	44%	66%	55%	36%	33%	54%	56%	40%	45%	64%	54%	44%	52%	31%	40%	49%	56%	41%	30%	45%	37%	69%	51%	33%
	adehorsz	xa	xde	xh	xil	os	ors	u	xz																
No	285	249	29	165	120	107	13	125	157	90	50	50	110	14	7	53	229	10	38	15	11	9	2	240	45
	41%	45%	25%	36%	52%	54%	40%	35%	48%	47%	28%	38%	42%	40%	54%	46%	41%	30%	47%	53%	42%	46%	31%	40%	46%
	bcgjq	xb	xc	xc	xg	j	j	xq	q	q															
Can't remember	70	59	11	40	29	27	2	31	38	14	14	11	35	3	2	15	52	5	9	5	3	3	-	49	21
	10%	11%	9%	9%	13%	14%	7%	9%	12%	7%	8%	9%	14%	8%	15%	13%	9%	15%	11%	16%	13%	17%	-	8%	21%
	y															x									xy

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f - x/g/h - x/i/j/k/l - x/m/n - x/o/p/q/r/s - x/t/u/v - x/y/z
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 57

Q4a. Have you informed your landline provider that you use the additional services/devices connected to your phone line?

Base: All with device(s) connected to their landline (excl can't remember)

	Age									Region												ABC1 (A)	C2DE (B)		
	Total (x)	18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)
Unweighted Base	785	297	165	323	131	166	103	62	100	223	95	85	65	540	24	63	51	60	38	43	140	81	40	489	296
Weighted Base	691	238	143	311	119*	119	81*	62*	92*	219	50*	15*	15**	612	24**	81*	48*	55*	49*	57*	148	101*	48*	451	240
Base (excl can't remember)	622	221	126*	274	109*	112	76*	50*	83*	191	44*	14*	13**	550	23**	73*	43*	44*	44**	55*	140	84*	44**	413	209
Yes	337	165	70	102	86	79	49	21	29	73	23	11	5	298	8	42	28	30	21	23	81	48	16	239	98
	54%	74%	56%	37%	79%	70%	65%	42%	34%	39%	51%	74%	43%	54%	35%	57%	67%	68%	49%	42%	58%	58%	36%	58%	47%
	chiBF	xbcg	ghi		xbcg	ghi	bcg	ghi				xjms					s							xBF	
No	285	57	56	172	23	34	27	29	55	117	22	4	7	252	15	31	14	14	23	32	59	36	28	174	111
	46%	26%	44%	63%	21%	30%	35%	58%	66%	61%	49%	26%	57%	46%	65%	43%	33%	32%	51%	58%	42%	42%	64%	42%	53%
	adekAC		ade	xabdef			ade	xabdef	xabdef		k			k						kq					xAC

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 58

Q4a. Have you informed your landline provider that you use the additional services/devices connected to your phone line?

Base: All with device(s) connected to their landline (excl can't remember)

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	785	610	159	518	267	207	60	418	358	220	232	151	271	76	16	282	482	110	179	71	71	58	13	661	124
Weighted Base	691	554	120	459	232	198	34*	358	328	190	177	133*	258	35*	14**	115	554	34*	80	29*	26*	19*	7**	593	98*
Base (excl can't remember)	622	495	109	419	203	171	32*	327	290	176	163	122*	223	32*	12**	100	502	29*	71	24*	23*	16*	7**	544	78*
Yes	337	246	80	254	83	65	18	201	132	86	113	71	114	18	4	46	273	19	33	9	12	7	5	304	33
	54%	50%	73%	61%	41%	38%	58%	62%	46%	49%	69%	59%	51%	56%	36%	46%	54%	65%	47%	36%	52%	45%	69%	56%	42%
	adehorsz		xa	xde			de	xh			xil					s	ors							z	
No	285	249	29	165	120	107	13	125	157	90	50	50	110	14	7	53	229	10	38	15	11	9	2	240	45
	46%	50%	27%	39%	59%	62%	42%	38%	54%	51%	31%	41%	49%	44%	64%	54%	46%	35%	53%	64%	48%	55%	31%	44%	58%
	bcgj	xb		xcf		xcf		xg		j			j			xq		xq	xpq						xy

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f - x/g/h - x/i/j/k/l - x/m/n - x/o/p/q/r/s - x/t/u/v - x/y/z
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 59

Q4b. Are you registered for priority fault repair with your landline provider?

Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
Yes	751	243	154	354	128	115	78	75	96	258	54	15	36	646	33	83	58	52	45	72	137	98	67	487	265
	12%	23%	8%	11%	26%	21%	10%	7%	8%	13%	11%	8%	10%	13%	14%	12%	12%	12%	11%	11%	19%	11%	12%	14%	10%
	bcghkBE	xbcefg	ghi	g	bgh	xbcfghi	xbcfghi	bg		bcgh				k										xBE	E
No	4055	518	1327	2209	203	315	507	820	881	1329	329	127	257	3342	161	450	335	279	306	449	457	554	351	2323	1732
	66%	49%	71%	69%	41%	56%	68%	73%	75%	65%	67%	69%	70%	66%	66%	67%	68%	65%	71%	66%	62%	64%	63%	66%	66%
	adetF	d	xadefi	xadei	ad	ade	xacdefi	xacdefi	ade		t	t							mt					F	F
Don't know	1334	293	380	662	165	128	159	221	202	460	108	42	75	1109	51	142	98	98	78	155	143	208	135	690	644
	22%	28%	20%	21%	33%	23%	21%	20%	17%	22%	22%	23%	20%	22%	21%	21%	20%	23%	18%	23%	19%	24%	24%	20%	24%
	hAC	xbcefg	ghi	h	xabcefg	h				ch														xAC	

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 60

Q4b. Are you registered for priority fault repair with your landline provider?

Base: All respondents

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
Yes	751	608	129	452	299	241	58	352	392	236	174	132	284	32	22	156	570	53	115	49	52	42	9	645	106
	12%	11%	26%	12%	13%	12%	17%	15%	11%	16%	15%	15%	8%	10%	13%	20%	11%	20%	21%	23%	23%	22%	28%	14%	7%
	ahlpz		xa				xcde	xh		xl	xl	xl				xp		xp	xp	xp	x	x	x	xz	
No	4055	3757	265	2599	1455	1264	191	1557	2481	943	798	564	2295	215	111	405	3570	137	278	91	105	90	15	3184	871
	66%	67%	54%	68%	63%	64%	56%	65%	67%	64%	69%	65%	68%	68%	67%	53%	69%	53%	51%	43%	47%	47%	46%	67%	62%
	bdfogrstuv	xb		xdef	f	df					xi		xi			s	xoqrs	s	s					xz	
Don't know	1334	1222	98	780	555	463	91	475	854	288	180	173	787	69	33	206	1063	71	147	70	69	60	9	897	438
	22%	22%	20%	20%	24%	24%	27%	20%	23%	20%	16%	20%	23%	22%	20%	27%	20%	27%	27%	33%	31%	31%	26%	19%	31%
	cgjpy				xc	c	xc		xg	j		j	xij			xp		xp	xp	xopqr	x	x			xy

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 61

Q4b. Are you registered for priority fault repair with your landline provider?

Base: All respondents (excl don't know)

	Total (x)	Age									Region											ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
Base (excl don't know)	4806	761	1481	2564	331	430	585	896	977	1587	383	142	293	3988	194	533	393	331	351	521	594	652	418	2810	1996
Yes	751	243	154	354	128	115	78	75	96	258	54	15	36	646	33	83	58	52	45	72	137	98	67	487	265
	16%	32%	10%	14%	39%	27%	13%	8%	10%	16%	14%	11%	12%	16%	17%	16%	15%	16%	13%	14%	23%	15%	16%	17%	13%
	bcghkBE	xbcefg	ghi	g	bgh	xabcefg	hi	xbcfgh	ghi	bcgh				k										xBE	E
No	4055	518	1327	2209	203	315	507	820	881	1329	329	127	257	3342	161	450	335	279	306	449	457	554	351	2323	1732
	84%	68%	90%	86%	61%	73%	87%	92%	90%	84%	86%	89%	88%	84%	83%	84%	85%	84%	87%	86%	77%	85%	84%	83%	87%
	adetAC	d	xacdefi	xadei		ad	ade	xabcdefi	xacdei	ade	t	xmt	t	t		t	t	t	t	t		t	t		xACF

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 62

Q4b. Are you registered for priority fault repair with your landline provider?

Base: All respondents (excl don't know)

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
Base (excl don't know)	4806	4365	393	3051	1755	1505	249	1909	2873	1178	971	696	2579	247	132*	561	4140	190	392	140	157	133	24*	3829	977
Yes	751	608	129	452	299	241	58	352	392	236	174	132	284	32	22	156	570	53	115	49	52	42	9	645	106
	16%	14%	33%	15%	17%	16%	23%	18%	14%	20%	18%	19%	11%	13%	16%	28%	14%	28%	29%	35%	33%	32%	38%	17%	11%
	ahlpz		xa		e		xcde	xh		xl	l	xl				xp		xp	xp	xopqr	x	x	x	xz	
No	4055	3757	265	2599	1455	1264	191	1557	2481	943	798	564	2295	215	111	405	3570	137	278	91	105	90	15	3184	871
	84%	86%	67%	85%	83%	84%	77%	82%	86%	80%	82%	81%	89%	87%	84%	72%	86%	72%	71%	65%	67%	68%	62%	83%	89%
	bfgikoqrstu	xb		f	f	df			xg				xijk			s	xoqrs	s	s						xy

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 63

Q4c. Have you used your landline within the last 12 months?

Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
NET: Yes	5225	850	1466	2909	418	432	579	887	993	1916	424	151	331	4319	208	586	425	374	344	583	615	700	484	3012	2214
	85%	81%	79%	90%	84%	77%	78%	79%	84%	94%	86%	82%	90%	85%	85%	87%	87%	87%	80%	86%	83%	81%	87%	86%	84%
	abefgruB	e	xabdefgh	abef				befg	xabcdefgh	kru		xkmrtu	ru		ru	r	ru		r			kru	BD		
Yes - made calls	3887	601	1056	2231	279	322	431	625	707	1524	315	114	242	3216	166	437	298	279	250	460	448	523	356	2237	1650
	63%	57%	57%	69%	56%	58%	58%	56%	60%	74%	64%	62%	66%	63%	68%	65%	61%	65%	58%	68%	61%	61%	64%	64%	62%
	abdefgh		xabdefgh					xabcdefgh									mprtu						D		
Yes - answered calls	4688	689	1321	2679	339	350	510	811	904	1775	384	131	303	3869	190	519	397	338	319	522	540	629	415	2694	1993
	76%	65%	71%	83%	68%	63%	69%	73%	77%	87%	78%	71%	82%	76%	78%	77%	81%	79%	74%	77%	73%	73%	75%	77%	75%
	abdefgk	e	ae	xabdefgh		e	ae	abdef	xabcdefgh	ku		xkmrtuv				kmtu	k								
No	873	179	384	309	66	113	159	226	182	127	64	32	35	742	35	84	66	55	79	91	119	147	67	460	413
	14%	17%	21%	10%	13%	20%	21%	20%	15%	6%	13%	17%	10%	15%	14%	12%	13%	13%	18%	14%	16%	17%	12%	13%	16%
	cilAC	xcdi	xacdhi	i	ci	xacdhi	xacdhi	xcdhi	ci			lo		l			lov		l	xl			C	xAC	
Don't know	41	25	10	7	12	13	6	4	3	4	2	2	2	36	2	6	-	1	7	1	3	13	2	27	14
	1%	2%	1%	*	2%	2%	1%	*	*	*	*	1%	*	1%	1%	1%	-	*	2%	*	*	2%	*	1%	1%
	ci	xbcfghi		xbcfghi	xbcfghi	ci						p					ps				xmps				

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 64

Q4c. Have you used your landline within the last 12 months?

Base: All respondents

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
NET: Yes	5225	4776	404	3125	2100	1819	281	2005	3191	1253	905	770	2887	265	151	675	4411	211	483	189	195	165	30	4131	1095
	85%	85%	82%	82%	91%	92%	83%	84%	86%	85%	79%	89%	86%	84%	91%	88%	85%	81%	90%	90%	86%	85%	91%	87%	77%
	cjqz			xcf	xcdf					j	xj	j		xm	xpq	q		xopq	xpq					xz	
Yes - made calls	3887	3559	297	2248	1640	1428	211	1511	2349	963	687	591	2074	197	111	525	3261	156	378	142	145	118	27	3120	767
	63%	64%	61%	59%	71%	73%	62%	63%	63%	66%	60%	68%	62%	62%	67%	68%	63%	60%	70%	67%	64%	61%	83%	66%	54%
	cjlz			xcf	xcdf					jl	xjl					xpq		xopq	q	u		xtu		xz	
Yes - answered calls	4688	4323	327	2759	1928	1692	237	1762	2900	1107	796	683	2629	241	138	621	3948	189	447	177	181	151	29	3696	992
	76%	77%	67%	72%	84%	86%	70%	74%	78%	76%	69%	79%	78%	76%	83%	81%	76%	72%	83%	84%	80%	78%	90%	78%	70%
	bcfgjqz	xb		xcf	xcdf			xg		j	j	xj				xpq		xopq	xopq	u		x		xz	
No	873	783	78	672	201	145	56	362	510	207	242	94	456	49	14	87	761	47	54	20	30	27	3	571	302
	14%	14%	16%	18%	9%	7%	16%	15%	14%	14%	21%	11%	14%	16%	8%	11%	15%	18%	10%	10%	13%	14%	9%	12%	21%
	dekorsy			xde	e		de				xikl			n		r	ors	xors							xy
Don't know	41	28	9	33	8	5	3	16	25	7	5	5	23	1	1	5	30	3	2	1	1	1	-	24	18
	1%	1%	2%	1%	*	*	1%	1%	1%	*	*	1%	1%	*	*	1%	1%	1%	*	*	*	*	-	1%	1%
	adey		xa	e												r		r							xy

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 65

Q4c. Have you used your landline within the last 12 months?

Base: All respondents (excl don't know)

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
Base (excl don't know)	6099	1029	1850	3219	484	545	738	1113	1175	2043	488	182	367	5061	243	670	491	429	423	674	734	847	550	3472	2627
NET: Yes	5225	850	1466	2909	418	432	579	887	993	1916	424	151	331	4319	208	586	425	374	344	583	615	700	484	3012	2214
	86%	83%	79%	90%	86%	79%	78%	80%	85%	94%	87%	83%	90%	85%	86%	88%	87%	87%	81%	86%	84%	83%	88%	87%	84%
	abefgruB	e	xabdefgh	abefg				befg	xabcdefgh	r		xkmrtu			kru								kr	xBDE	
Yes - made calls	3887	601	1056	2231	279	322	431	625	707	1524	315	114	242	3216	166	437	298	279	250	460	448	523	356	2237	1650
	64%	58%	57%	69%	58%	59%	58%	56%	60%	75%	65%	62%	66%	64%	68%	65%	61%	65%	59%	68%	61%	62%	65%	64%	63%
	abdefgh		xabdefgh					xabcdefgh												prt				D	
Yes - answered calls	4688	689	1321	2679	339	350	510	811	904	1775	384	131	303	3869	190	519	397	338	319	522	540	629	415	2694	1993
	77%	67%	71%	83%	70%	64%	69%	73%	77%	87%	79%	72%	83%	76%	78%	78%	81%	79%	75%	77%	74%	74%	75%	78%	76%
	abdefgk	e	ae	xabdefgh				ae	abdef	xabcdefgh	kt		xkmrtuv			ktu		k							
No	873	179	384	309	66	113	159	226	182	127	64	32	35	742	35	84	66	55	79	91	119	147	67	460	413
	14%	17%	21%	10%	14%	21%	22%	20%	15%	6%	13%	17%	10%	15%	14%	12%	13%	13%	19%	14%	16%	17%	12%	13%	16%
	ciAC	xcdi	xcdhi	i	ci	xacdhi	xcdhi	xcdhi	ci			lov		l					xjlov		l	xlo		C	xAC

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 66

Q4c. Have you used your landline within the last 12 months?

Base: All respondents (excl don't know)

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)	
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
Base (excl don't know)	6099	5559	482	3798	2301	1964	337	2367	3702	1460	1147	864	3343	315	165	763	5172	258	537	210	225	192	33*	4702	1397
NET: Yes	5225	4776	404	3125	2100	1819	281	2005	3191	1253	905	770	2887	265	151	675	4411	211	483	189	195	165	30	4131	1095
	86%	86%	84%	82%	91%	93%	83%	85%	86%	86%	79%	89%	86%	84%	92%	89%	85%	82%	90%	90%	87%	86%	91%	88%	78%
				xcf	xcdf					j		xj	j		m	xpq	q		xopq	xpq				xz	
Yes - made calls	3887	3559	297	2248	1640	1428	211	1511	2349	963	687	591	2074	197	111	525	3261	156	378	142	145	118	27	3120	767
	64%	64%	62%	59%	71%	73%	63%	64%	63%	66%	60%	68%	62%	63%	67%	69%	63%	60%	70%	68%	65%	61%	83%	66%	55%
				xcf	xcdf					jl		xjl				xpq			xpq	q	u		xtu	xz	
Yes - answered calls	4688	4323	327	2759	1928	1692	237	1762	2900	1107	796	683	2629	241	138	621	3948	189	447	177	181	151	29	3696	992
	77%	78%	68%	73%	84%	86%	70%	74%	78%	76%	69%	79%	79%	77%	84%	81%	76%	73%	83%	85%	80%	79%	90%	79%	71%
				xcf	xcdf			xg		j		j	xj			xpq			xopq	xpq	u		x	xz	
No	873	783	78	672	201	145	56	362	510	207	242	94	456	49	14	87	761	47	54	20	30	27	3	571	302
	14%	14%	16%	18%	9%	7%	17%	15%	14%	14%	21%	11%	14%	16%	8%	11%	15%	18%	10%	10%	13%	14%	9%	12%	22%
				xde	e		de					xikl		n		r	ors	xoprs						xy	

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 67

Q5. How important is the landline to make and receive calls for you?

Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
NET: Important	2616	417	634	1566	210	206	225	409	418	1148	204	76	168	2169	96	285	164	192	178	329	338	334	253	1494	1122
	43%	40%	34%	49%	42%	37%	30%	37%	35%	56%	42%	41%	46%	43%	39%	42%	33%	45%	41%	49%	46%	39%	46%	43%	43%
	abefghp	bef	f	xabdefgh	bhf	f		bf	f	xabcdefgh	p	p	p	p		p				xjkmnpu	pu		p		
NET: Not important	2292	395	832	1065	165	230	329	503	503	562	186	72	130	1904	105	235	212	134	170	232	241	358	218	1308	984
	37%	38%	45%	33%	33%	41%	44%	45%	43%	27%	38%	39%	35%	37%	43%	35%	43%	31%	40%	34%	33%	42%	39%	37%	37%
	ciqtF	cdi	xacdi	i	i	xacdi	xacdi	xacdi	xacdi		q	qt		qt	qt		xlmoqst		q			xmoqst	q		F
Very important (5)	1482	183	314	985	91	92	102	211	225	760	120	44	95	1223	59	151	111	123	94	194	161	196	134	831	651
	24%	17%	17%	31%	18%	16%	14%	19%	19%	37%	25%	24%	26%	24%	24%	22%	23%	29%	22%	29%	22%	23%	24%	24%	25%
	abdefghE		f	xabdefgh				bf	f	xabcdefgh								xmot		xmotu					E
-4	1135	234	320	580	119	115	122	198	193	388	84	32	73	946	36	134	53	69	83	135	177	139	119	663	471
	18%	22%	17%	18%	24%	21%	16%	18%	16%	19%	17%	17%	20%	19%	15%	20%	11%	16%	19%	20%	24%	16%	21%	19%	18%
	pF	xbcfgh		xbcfghi	h			p	p		p	p	p		p		p	p	p	xjkmnpqu	p	p			
Neutral (3)	1231	242	394	595	120	122	190	204	258	337	100	36	71	1024	45	156	116	104	82	114	157	168	82	697	534
	20%	23%	21%	18%	24%	22%	26%	18%	22%	16%	20%	20%	19%	20%	18%	23%	24%	24%	19%	17%	21%	19%	15%	20%	20%
	civ	xcgi	gi	i	xcgi	i	xbcgi		ci		v			v	sv	sv	xmsv				v				
-2	878	154	314	411	75	79	136	178	193	218	71	25	47	734	56	97	106	42	68	81	86	128	72	516	362
	14%	15%	17%	13%	15%	14%	18%	16%	16%	11%	15%	14%	13%	14%	23%	14%	22%	10%	16%	12%	12%	15%	13%	15%	14%
	ciq	i	xci	i	i	i	xci	ci	ci		q			q	jklmoqstuv		xjklmoqstuv		q			q			
Not very important (1)	1414	242	518	654	90	151	193	325	310	344	115	47	82	1171	49	138	105	92	103	152	155	230	146	793	622
	23%	23%	28%	20%	18%	27%	26%	29%	26%	17%	23%	25%	22%	23%	20%	20%	21%	21%	24%	22%	21%	27%	26%	23%	24%
	cdi	di	xacdi	i	xacdi	cdi	xacdi	xacdi	xacdi													xmot			F
Mean	3.06	2.96	2.78	3.26	3.09	2.85	2.74	2.81	2.86	3.49	3.05	3	3.14	3.06	3	3.09	2.92	3.21	3	3.21	3.14	2.93	3.04	3.06	3.06
	abefghuE	befg		xabefgh	abefgh					xabcdefgh				u	u			pu		pu	pu			E	E
Standard deviation	1.49	1.41	1.44	1.51	1.36	1.44	1.37	1.49	1.46	1.49	1.5	1.51	1.5	1.48	1.46	1.43	1.44	1.49	1.48	1.53	1.43	1.51	1.54	1.48	1.5
Standard error	0.02	0.04	0.03	0.03	0.06	0.05	0.05	0.05	0.04	0.03	0.05	0.06	0.05	0.02	0.1	0.07	0.07	0.07	0.08	0.07	0.06	0.06	0.08	0.03	0.03

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 68

Q5. How important is the landline to make and receive calls for you?

Base: All respondents

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
NET: Important	2616	2380	207	1371	1245	1089	156	986	1610	714	446	442	1288	123	78	369	2182	103	276	110	110	89	21	2153	463
	43%	43%	42%	36%	54%	55%	46%	41%	43%	49%	39%	51%	38%	39%	47%	48%	42%	39%	51%	52%	49%	46%	64%	46%	33%
NET: Not important	2292	2125	147	1636	656	554	102	889	1398	472	482	278	1376	136	50	255	1976	103	169	67	76	68	8	1661	631
	37%	38%	30%	43%	28%	28%	30%	37%	38%	32%	42%	32%	41%	43%	30%	33%	38%	40%	31%	32%	34%	35%	24%	35%	45%
Very important (5)	1482	1375	90	673	808	720	89	537	926	453	209	256	690	69	47	241	1194	55	184	69	65	50	16	1210	272
	24%	25%	18%	18%	35%	37%	26%	23%	25%	31%	18%	29%	20%	22%	29%	31%	23%	21%	34%	33%	29%	26%	48%	26%	19%
Neutral (3)	1135	1005	117	698	437	370	67	449	683	261	237	186	598	54	30	128	988	48	91	41	44	39	5	944	191
	18%	18%	24%	18%	19%	19%	20%	19%	18%	18%	21%	21%	18%	17%	18%	17%	19%	18%	17%	20%	20%	20%	16%	20%	13%
Not very important (1)	1231	1082	137	823	408	326	82	509	720	281	224	149	701	57	38	143	1044	55	95	33	40	36	4	911	320
	20%	19%	28%	21%	18%	17%	24%	21%	19%	19%	19%	17%	21%	18%	23%	19%	20%	21%	18%	16%	18%	19%	12%	19%	23%
Mean	3.06	3.05	3.17	2.84	3.43	3.47	3.22	3.04	3.07	3.27	2.89	3.3	2.93	2.91	3.27	3.27	3.03	2.94	3.36	3.34	3.22	3.13	3.75	3.15	2.77
Standard deviation	1.49	1.5	1.29	1.44	1.48	1.49	1.45	1.47	1.5	1.51	1.45	1.48	1.47	1.51	1.45	1.51	1.48	1.49	1.51	1.5	1.52	1.51	1.47	1.48	1.49
Standard error	0.02	0.02	0.05	0.02	0.03	0.03	0.07	0.03	0.03	0.04	0.04	0.05	0.03	0.06	0.12	0.04	0.02	0.06	0.04	0.07	0.06	0.07	0.19	0.02	0.04

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 69

Q6. How important are the additional devices/services you have attached via your landline?

Base: All with additional devices on landline

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)	
Unweighted Base	785	297	165	323	131	166	103	62	100	223	95	85	65	540	24	63	51	60	38	43	140	81	40	489	296	
Weighted Base	691	238	143	311	119*	119	81*	62*	92*	219	50*	15*	15**	612	24**	81*	48*	55*	49*	57*	148	101*	48*	451	240	
NET: Important	481	150	111	220	77	73	64	47	58	162	33	7	11	429	13	50	34	31	30	52	105	81	36	318	163	
	70%	63%	78%	71%	65%	61%	79%	75%	63%	74%	67%	45%	76%	70%	52%	61%	70%	56%	60%	90%	71%	80%	74%	70%	68%	
	aekqE		xae				ae			ae	k			kq			k			xjkmopqrt	k	xkoqr	k		E	
NET: Not important	83	28	10	45	11	17	4	6	14	32	11	1	1	70	7	10	6	6	10	4	18	5	5	46	37	
	12%	12%	7%	15%	9%	14%	5%	9%	15%	14%	22%	9%	5%	11%	29%	12%	12%	10%	21%	6%	12%	4%	11%	10%	15%	
	u			bf		f				f	xmsu			u					u							
Very important (5)	287	62	58	168	33	29	30	29	40	128	21	4	9	253	7	28	22	17	17	31	59	48	24	184	103	
	42%	26%	41%	54%	27%	24%	36%	46%	43%	59%	43%	28%	63%	41%	28%	35%	46%	31%	35%	55%	40%	47%	50%	41%	43%	
	ade		ae	xabdef			ade	ae	xabcdefh											kq						
	-4	193	88	53	52	45	44	35	18	19	34	12	3	2	177	6	21	12	14	13	20	46	33	12	133	60
	28%	37%	37%	17%	37%	37%	43%	29%	20%	15%	25%	17%	13%	29%	24%	27%	25%	25%	26%	36%	31%	33%	24%	30%	25%	
	ci	xchi	xchi		xchi	xchi	xchi																			
Neutral (3)	128	60	22	45	31	29	13	10	20	26	5	7	3	113	5	22	8	18	9	2	26	16	7	88	40	
	19%	25%	16%	15%	26%	24%	16%	16%	22%	12%	10%	46%	18%	18%	19%	27%	18%	34%	19%	4%	17%	16%	15%	19%	17%	
	isF	xci		i	xci	ci																				
	-2	36	19	6	12	7	12	3	2	4	8	7	1	1	28	5	4	6	2	3	1	7	-	1	18	18
	5%	8%	4%	4%	6%	10%	4%	4%	4%	4%	14%	3%	4%	5%	19%	5%	12%	3%	7%	2%	4%	-	3%	4%	8%	
	x				xci						xmstu	u					mu		u							
Not very important (1)	46	9	4	34	4	5	1	3	10	24	4	1	*	41	2	6	-	4	7	2	11	5	4	28	19	
	7%	4%	3%	11%	3%	4%	1%	5%	11%	11%	9%	5%	1%	7%	9%	7%	-	7%	14%	4%	8%	4%	9%	6%	8%	
	af			xabdef			abf	xabdf			p	p							p							
Mean	3.92	3.73	4.09	3.99	3.8	3.67	4.1	4.07	3.81	4.07	3.8	3.6	4.32	3.93	3.42	3.77	4.04	3.71	3.6	4.35	3.9	4.18	4.04	3.95	3.88	
	aeE		ade	ae			ae		ae											xjkmopr		koqr				
Standard deviation	1.19	1.05	0.98	1.35	1.01	1.09	0.86	1.12	1.33	1.35	1.36	1.13	1.03	1.18	1.35	1.19	1.07	1.16	1.39	0.96	1.2	1	1.25	1.15	1.26	
Standard error	0.04	0.06	0.08	0.07	0.09	0.08	0.09	0.14	0.13	0.09	0.14	0.12	0.13	0.05	0.28	0.15	0.15	0.15	0.23	0.15	0.1	0.11	0.2	0.05	0.07	

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 70

Q6. How important are the additional devices/services you have attached via your landline?

Base: All with additional devices on landline

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	785	610	159	518	267	207	60	418	358	220	232	151	271	76	16	282	482	110	179	71	71	58	13	661	124
Weighted Base	691	554	120	459	232	198	34*	358	328	190	177	133*	258	35*	14**	115	554	34*	80	29*	26*	19*	7**	593	98*
NET: Important	481	391	83	312	169	150	18	252	225	129	127	104	176	22	11	81	390	22	55	25	19	14	5	423	58
	70%	71%	70%	68%	73%	76%	53%	70%	68%	68%	72%	78%	68%	63%	78%	70%	70%	64%	69%	86%	74%	73%	76%	71%	59%
NET: Not important	83	69	8	54	29	25	4	36	45	30	14	15	32	8	3	15	64	4	11	*	2	1	1	67	16
	12%	12%	7%	12%	13%	13%	11%	10%	14%	16%	8%	11%	12%	23%	21%	13%	12%	12%	13%	1%	7%	6%	9%	11%	16%
Very important (5)	287	246	38	159	128	116	12	134	150	86	52	66	109	12	8	59	222	12	42	21	15	10	5	244	43
	42%	44%	32%	35%	55%	58%	37%	37%	46%	45%	29%	49%	42%	35%	59%	51%	40%	35%	53%	73%	57%	53%	69%	41%	44%
	bcgj	xb		xcf	xcf					j		j	j			xpq		xpq	xopqr	x			*	178	15
-4	193	145	46	153	40	35	6	118	75	43	75	38	67	10	3	22	168	10	12	4	4	4	*	30%	15%
	28%	26%	38%	33%	17%	18%	17%	33%	23%	23%	42%	29%	26%	28%	18%	19%	30%	29%	16%	13%	17%	20%	7%	17%	15%
	dehorsz		xa	xdef				xh			xikl						ors	ors						xz	
Neutral (3)	128	94	28	94	34	22	12	70	58	31	36	14	51	5	*	19	100	8	14	4	5	4	1	104	24
	19%	17%	24%	20%	15%	11%	36%	19%	18%	16%	21%	11%	20%	13%	1%	17%	18%	23%	18%	13%	20%	21%	15%	17%	25%
	ek		e	e		xcde					k		k												
-2	36	27	7	27	9	8	2	14	21	13	8	7	9	6	*	6	28	2	3	*	*	*	-	29	7
	5%	5%	5%	6%	4%	4%	4%	4%	6%	7%	5%	5%	4%	18%	2%	5%	5%	6%	3%	1%	1%	2%	-	5%	8%
Not very important (1)	46	43	1	27	20	17	2	22	24	16	6	8	23	2	3	9	37	2	8	-	1	1	1	38	9
	7%	8%	1%	6%	8%	9%	7%	6%	7%	9%	3%	6%	9%	5%	19%	8%	7%	6%	10%	-	5%	4%	9%	6%	9%
	bj	b										j				s		s							
Mean	3.92	3.95	3.93	3.85	4.07	4.13	3.72	3.92	3.93	3.89	3.9	4.11	3.89	3.71	3.97	4.01	3.92	3.82	3.98	4.58	4.18	4.15	4.28	3.95	3.78
	c					xc													xopqr						
Standard deviation	1.19	1.22	0.94	1.14	1.28	1.28	1.21	1.13	1.25	1.29	0.98	1.15	1.24	1.28	1.61	1.27	1.17	1.18	1.33	0.76	1.15	1.11	1.35	1.16	1.32
Standard error	0.04	0.05	0.07	0.05	0.08	0.09	0.16	0.06	0.07	0.09	0.06	0.09	0.08	0.15	0.4	0.08	0.05	0.11	0.1	0.09	0.14	0.15	0.37	0.05	0.12

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 71

Q7. Who provides your landline telephone service?

Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)	
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697	
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640	
BT	2048	376	532	1141	183	193	225	307	407	734	211	97	154	1586	70	210	135	119	147	218	235	281	172	1282	767	
	33%	36%	29%	35%	37%	34%	30%	27%	35%	36%	43%	53%	42%	31%	29%	31%	27%	28%	34%	32%	32%	33%	31%	37%	29%	
	bgmpqBE	bfg		xbfg	bfg	bg			bg	xbfg	mnopqr	stuv	mnopqr	stuv	mnopqr	stuv	mnopqr	stuv	mnopqr	stuv	mnopqr	stuv	mnopqr	stuv	mnopqr	stuv
Virgin Media	1140	200	394	546	83	117	152	242	210	336	67	14	16	1044	68	145	94	108	90	114	170	164	91	594	546	
	19%	19%	21%	17%	17%	21%	20%	22%	18%	16%	14%	7%	4%	20%	28%	21%	19%	25%	21%	17%	23%	19%	16%	17%	21%	
	cijklAC		xc	iac		aci		ixci			kl			xijkl	xklm	psuv	ijkl	xklm	psuv	ijkl	xklm	psuv	ijkl	xklm	psuv	xAC
Sky	1114	179	431	504	76	103	185	246	228	276	75	33	81	925	30	140	69	91	76	127	112	166	115	580	534	
	18%	17%	23%	16%	15%	18%	25%	22%	19%	13%	15%	18%	22%	18%	30%	21%	14%	21%	18%	19%	15%	19%	21%	17%	20%	
	cinpA	i	xacdei	i		i	xacdehi	xacdi	ci					jnpt	np		jnpt		jnpt			n	npt		xACD	
TalkTalk	566	92	152	323	47	45	64	87	88	235	39	10	30	487	25	60	54	37	32	67	74	87	52	291	275	
	9%	9%	8%	10%	9%	8%	9%	8%	7%	11%	8%	6%	8%	10%	10%	9%	11%	9%	7%	10%	10%	10%	9%	8%	10%	
	kA			h						xabcegh				k			k			k	k	k	k		xAC	
Vodafone	339	94	101	144	50	44	38	63	74	70	29	10	23	277	18	32	44	20	20	28	40	49	25	234	105	
	6%	9%	5%	4%	10%	8%	5%	6%	6%	3%	6%	5%	6%	5%	7%	5%	9%	5%	5%	4%	5%	6%	5%	7%	4%	
	ciBEF	xbcfghi	i	i	xbcfghi	xbci		i	ci								xmoqsv							xBEF		
Shell	110	18	34	59	10	8	15	19	16	43	3	1	4	103	9	11	8	6	6	28	17	13	6	47	63	
	2%	2%	2%	2%	2%	1%	2%	2%	1%	2%	1%	*	1%	2%	4%	2%	2%	1%	1%	4%	2%	2%	1%	1%	2%	
	jkA													jk	jkv					xjklmoquv	jk				xAD	
Zen	41	12	17	12	4	8	4	14	5	7	2	*	3	36	-	5	3	-	1	5	15	5	2	24	17	
	1%	1%	1%	*	1%	1%	*	1%	*	*	*	*	1%	1%	-	1%	1%	-	*	1%	2%	1%	*	1%	1%	
	c	ci	c			xchi		ci													xjkmquv				F	
Other	687	36	189	462	9	27	58	132	143	319	58	18	54	557	23	64	71	43	51	86	57	78	82	386	301	
	11%	3%	10%	14%	2%	5%	8%	12%	12%	16%	12%	10%	15%	11%	9%	10%	14%	10%	12%	13%	8%	9%	15%	11%	11%	
	adeftC	d	adef	xabdefh		ad	ade	adef	adef	xabcdefgh	t		xmotu	t			motu			t			xmotu	C		
Don't know	94	48	10	36	33	16	3	7	8	28	7	1	4	82	3	9	15	5	6	3	17	16	8	62	32	
	2%	5%	1%	1%	7%	3%	*	1%	1%	1%	1%	1%	1%	2%	1%	1%	3%	1%	2%	*	2%	2%	1%	2%	1%	
	bcfgh	xbcefg	hi		xabcefg	hi	bc	efgh		b							xkms				s			D		

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 72

Q7. Who provides your landline telephone service?

Base: All respondents

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
BT	2048	1887	147	1237	811	716	95	704	1333	506	354	278	1146	112	96	254	1761	86	165	70	66	56	10	1658	390
	33%	34%	30%	32%	35%	36%	28%	30%	36%	35%	31%	32%	34%	35%	58%	33%	34%	33%	31%	33%	29%	29%	29%	35%	28%
Virgin Media	1140	1031	99	750	390	324	66	618	514	209	243	189	648	64	2	151	949	51	114	35	48	38	10	873	267
	19%	18%	20%	20%	17%	16%	19%	26%	14%	14%	21%	22%	19%	20%	1%	20%	18%	20%	21%	16%	21%	20%	30%	18%	19%
Sky	1114	1023	82	792	322	250	71	396	717	216	284	151	643	50	25	139	941	60	98	44	51	45	7	793	322
	18%	18%	17%	21%	14%	13%	21%	17%	19%	15%	25%	17%	19%	16%	15%	18%	18%	23%	18%	21%	23%	23%	21%	17%	23%
TalkTalk	566	507	52	313	253	228	24	196	368	177	76	80	264	33	5	63	485	19	41	18	14	14	*	405	161
	9%	9%	11%	8%	11%	12%	7%	8%	10%	12%	7%	9%	8%	10%	3%	8%	9%	7%	8%	8%	6%	7%	1%	9%	11%
Vodafone	339	275	60	244	95	71	24	155	181	79	72	47	186	22	6	32	299	10	24	11	10	10	*	281	59
	6%	5%	12%	6%	4%	4%	7%	6%	5%	5%	6%	5%	6%	7%	4%	4%	6%	4%	4%	5%	5%	5%	*	6%	4%
Shell	110	96	12	71	40	38	1	47	63	42	29	17	35	3	-	17	90	4	11	7	4	3	1	83	27
	2%	2%	3%	2%	2%	2%	*	2%	2%	3%	2%	2%	1%	1%	-	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%
Zen	41	33	8	30	11	9	2	25	16	15	9	6	16	1	*	4	31	2	3	*	*	*	-	37	4
	1%	1%	2%	1%	*	*	1%	1%	*	1%	1%	1%	*	*	*	1%	1%	1%	1%	*	*	*	-	1%	*
Other	687	662	22	338	348	304	45	201	482	198	77	93	375	28	29	98	574	25	77	25	30	25	6	542	144
	11%	12%	4%	9%	15%	15%	13%	8%	13%	14%	7%	11%	11%	9%	17%	13%	11%	10%	14%	12%	13%	13%	17%	11%	10%
Don't know	94	74	11	55	39	28	11	41	52	25	7	9	53	3	3	11	71	3	7	2	2	2	-	53	41
	2%	1%	2%	1%	2%	1%	3%	2%	1%	2%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	-	1%	3%
	ajy						xcde			j			j												xy

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 73

Q7. Who provides your landline telephone service?

Base: All respondents (excl don't know)

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
Base (excl don't know)	6046	1006	1851	3189	463	543	741	1109	1171	2019	484	183	365	5015	242	666	476	425	423	672	720	844	545	3437	2609
BT	2048	376	532	1141	183	193	225	307	407	734	211	97	154	1586	70	210	135	119	147	218	235	281	172	1282	767
	34%	37%	29%	36%	40%	35%	30%	28%	35%	36%	44%	53%	42%	32%	29%	31%	28%	28%	35%	32%	33%	33%	31%	37%	29%
	bgmpqBE	xbfg		xbfg	xbfg	bg			bg	xbfg	mnopqrst	mnopqrst	mnopqrst	mnopqrst	mnopqrst	mnopqrst	mnopqrst	mnopqrst	mnopqrst	mnopqrst	mnopqrst	mnopqrst	mnopqrst	mnopqrst	xBEF
Virgin Media	1140	200	394	546	83	117	152	242	210	336	67	14	16	1044	68	145	94	108	90	114	170	164	91	594	546
	19%	20%	21%	17%	18%	21%	21%	22%	18%	17%	14%	8%	4%	21%	28%	22%	20%	26%	21%	17%	24%	19%	17%	17%	21%
	cijklAC		xc			ci		i		xc	kl			xjkl	xjklmpsv	jkl	kl	xjklmsuv	jkl	kl	xjklsv	jkl	kl		xAC
Sky	1114	179	431	504	76	103	185	246	228	276	75	33	81	925	30	140	69	91	76	127	112	166	115	580	534
	18%	18%	23%	16%	16%	19%	25%	22%	19%	14%	16%	18%	22%	18%	12%	21%	14%	21%	18%	19%	16%	20%	21%	17%	20%
	cinAD	i	xacdei	i		i	xacdehi	xacdi	ci				jnpt	n		jnpt		jnpt				n	jnp		xACD
TalkTalk	566	92	152	323	47	45	64	87	88	235	39	10	30	487	25	60	54	37	32	67	74	87	52	291	275
	9%	9%	8%	10%	10%	8%	9%	8%	8%	12%	8%	6%	8%	10%	10%	9%	11%	9%	8%	10%	10%	10%	10%	8%	11%
	kA			h						xbcegh				k			k			k	k	k	k		xAC
Vodafone	339	94	101	144	50	44	38	63	74	70	29	10	23	277	18	32	44	20	20	28	40	49	25	234	105
	6%	9%	5%	5%	11%	8%	5%	6%	6%	3%	6%	5%	6%	6%	7%	5%	9%	5%	5%	4%	6%	6%	5%	7%	4%
	ciBEF	xbcfghi	i	i	xbcfghi	xbcfi		i	ci								xmoqrsv								xBEF
Shell	110	18	34	59	10	8	15	19	16	43	3	1	4	103	9	11	8	6	6	28	17	13	6	47	63
	2%	2%	2%	2%	2%	1%	2%	2%	1%	2%	1%	*	1%	2%	4%	2%	2%	1%	1%	4%	2%	2%	1%	1%	2%
	jkA													jk	jkv					xjklmoquv	jk				xAD
Zen	41	12	17	12	4	8	4	14	5	7	2	*	3	36	-	5	3	-	1	5	15	5	2	24	17
	1%	1%	1%	*	1%	1%	*	1%	*	*	*	*	1%	1%	-	1%	1%	-	*	1%	2%	1%	*	1%	1%
	c	ci	c			xchi		ci													xjkmquv				F
Other	687	36	189	462	9	27	58	132	143	319	58	18	54	557	23	64	71	43	51	86	57	78	82	386	301
	11%	4%	10%	14%	2%	5%	8%	12%	12%	16%	12%	10%	15%	11%	10%	10%	15%	10%	12%	13%	8%	9%	15%	11%	12%
	adeftC	d	adef	xabdefh		ad	ad	adef	adef	xabcdefgh	t		xmotu	t			xmotu			t				xmotu	C

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 74

Q7. Who provides your landline telephone service?

Base: All respondents (excl don't know)

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
Base (excl don't know)	6046	5513	480	3776	2270	1941	329	2342	3675	1441	1145	860	3313	313	163	757	5131	258	532	209	224	191	33*	4672	1374
BT	2048	1887	147	1237	811	716	95	704	1333	506	354	278	1146	112	96	254	1761	86	165	70	66	56	10	1658	390
	34%	34%	31%	33%	36%	37%	29%	30%	36%	35%	31%	32%	35%	36%	59%	34%	34%	33%	31%	33%	29%	29%	29%	35%	28%
Virgin Media	girtz			f	xcdf			xg		j			xm	r										xz	
	1140	1031	99	750	390	324	66	618	514	209	243	189	648	64	2	151	949	51	114	35	48	38	10	873	267
	19%	19%	21%	20%	17%	17%	20%	26%	14%	14%	21%	22%	20%	21%	1%	20%	18%	20%	21%	17%	21%	20%	30%	19%	19%
Sky	dehin			xde				xh		i	xi	i	n	s				xops					x		
	1114	1023	82	792	322	250	71	396	717	216	284	151	643	50	25	139	941	60	98	44	51	45	7	793	322
	18%	19%	17%	21%	14%	13%	22%	17%	20%	15%	25%	18%	19%	16%	15%	18%	18%	23%	18%	21%	23%	23%	21%	17%	23%
TalkTalk	degly			xde	e	de		xg		xikl		i		xopr							x	x		xy	
	566	507	52	313	253	228	24	196	368	177	76	80	264	33	5	63	485	19	41	18	14	14	*	405	161
	9%	9%	11%	8%	11%	12%	7%	8%	10%	12%	7%	9%	8%	10%	3%	8%	9%	8%	8%	9%	6%	7%	1%	9%	12%
Vodafone	cjlrtyv			xcf	xcf			xjl		j		n												xy	
	339	275	60	244	95	71	24	155	181	79	72	47	186	22	6	32	299	10	24	11	10	10	*	281	59
	6%	5%	12%	6%	4%	4%	7%	7%	5%	5%	6%	6%	6%	7%	4%	4%	6%	4%	4%	5%	5%	5%	*	6%	4%
Shell	adehoz			xde	e	de		xh						o										z	
	110	96	12	71	40	38	1	47	63	42	29	17	35	3	-	17	90	4	11	7	4	3	1	83	27
	2%	2%	3%	2%	2%	2%	*	2%	2%	3%	2%	2%	1%	1%	-	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%
Zen	l			f				xl		l				xp											
	41	33	8	30	11	9	2	25	16	15	9	6	16	1	*	4	31	2	3	*	*	*	-	37	4
	1%	1%	2%	1%	*	*	1%	1%	*	1%	1%	1%	*	*	*	1%	1%	1%	1%	*	*	*	-	1%	*
Other	h			xa				xh																	
	687	662	22	338	348	304	45	201	482	198	77	93	375	28	29	98	574	25	77	25	30	25	6	542	144
	11%	12%	5%	9%	15%	16%	14%	9%	13%	14%	7%	11%	11%	9%	18%	13%	11%	10%	14%	12%	14%	13%	17%	12%	10%
	bcgj			xc	xc	c		xg		xj		j	j		xm	xq		xopq							

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 75

Q8. Do you have a mobile?

Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
Yes	5985	1036	1848	3101	492	544	741	1107	1165	1936	483	182	364	4955	234	659	477	425	414	654	710	850	534	3423	2561
	97%	98%	99%	96%	99%	97%	100%	99%	99%	95%	99%	99%	99%	97%	95%	97%	97%	99%	96%	97%	96%	99%	97%	98%	97%
	ciF	cei	xacei	i	xcei	i	xacei	xcei	xcei		nt	xmnr	nrt					nt				xmnrstv		F	
No	155	18	13	124	4	14	3	10	13	111	7	2	4	142	12	17	14	5	16	22	27	10	19	76	79
	3%	2%	1%	4%	1%	3%	*	1%	1%	5%	1%	1%	1%	3%	5%	3%	3%	1%	4%	3%	4%	1%	3%	2%	3%
	bdfghku	bf		xabdfgh		abdfgh				xabcdfgh				ku	jklqu			klu	u		jklqu		u		

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 76

Q8. Do you have a mobile?

Base: All respondents

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
Yes	5985	5440	487	3787	2198	1865	332	2323	3635	1388	1148	858	3302	312	163	742	5078	258	519	205	222	191	31	4619	1366
	97%	97%	99%	99%	95%	95%	98%	97%	98%	95%	100%	99%	98%	99%	98%	97%	98%	99%	96%	98%	98%	99%	95%	98%	97%
	deiorz	xa	xde				de				xikl	xi	xi	x		r	xor				tv		xz		
No	155	147	5	44	111	103	8	61	92	78	4	11	64	4	3	25	124	3	21	5	4	2	2	106	49
	3%	3%	1%	1%	5%	5%	2%	3%	2%	5%	*	1%	2%	1%	2%	3%	2%	1%	4%	2%	2%	1%	5%	2%	3%
	bcjklmqy	b			xcf	xcf				xjkl		j	j			xq		xpq		u		u		xy	

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 77

Q9. Do you know what type of mobile network you are using at home most of the time?

Base: All with mobile phone

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6007	1263	1807	2937	486	777	846	961	1085	1852	791	747	780	3689	186	460	369	414	300	419	577	615	349	3388	2619
Weighted Base	5985	1036	1848	3101	492	544	741	1107	1165	1936	483	182	364	4955	234	659	477	425	414	654	710	850	534	3423	2561
2G	75	3	21	51	-	3	6	14	12	39	4	5	7	60	2	4	4	7	2	16	10	3	12	29	46
	1%	*	1%	2%	-	1%	1%	1%	1%	2%	1%	3%	2%	1%	1%	1%	1%	2%	*	2%	1%	*	2%	1%	2%
	aduA		ad	xad			ad			xade		xjmopru	u	u			u		mu				u		xACE
3G	413	54	122	237	27	27	49	73	65	172	35	15	36	328	19	45	23	40	27	53	39	41	41	223	190
	7%	5%	7%	8%	5%	5%	7%	7%	6%	9%	7%	8%	10%	7%	8%	7%	5%	9%	6%	8%	6%	5%	8%	7%	7%
	au			aeh						xabcdeh		u	xmptu				mptu		u						F
4G or 5G	4719	956	1552	2211	455	501	649	903	958	1253	378	146	266	3928	195	515	365	327	336	490	605	686	410	2795	1924
	79%	92%	84%	71%	92%	92%	88%	82%	82%	65%	78%	80%	73%	79%	84%	78%	77%	77%	81%	75%	85%	81%	77%	82%	75%
	cilBF	xbcfghi	xcgi	i	xbcfghi	xbcfghi	xbcgghi	ci	xc			l		ls	ls			l		xjklmnopqs	ls			xBEF	F
Don't know	777	22	153	602	10	12	36	116	131	471	66	17	55	638	18	95	84	51	50	95	55	120	70	376	402
	13%	2%	8%	19%	2%	2%	5%	11%	11%	24%	14%	10%	15%	13%	8%	14%	18%	12%	12%	15%	8%	14%	13%	11%	16%
	abdefgktAC		adef	xabdefgh			ade	abdef	abdef	xabcdefgh	nt		knt	t		nt	xkmnqt	t		nt		nt	t		xACDE

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 78

Q9. Do you know what type of mobile network you are using at home most of the time?

Base: All with mobile phone

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6007	5365	585	3706	2301	1823	478	2460	3507	1412	1220	859	3219	621	154	1789	4077	698	1190	499	542	485	57	4593	1414
Weighted Base	5985	5440	487	3787	2198	1865	332	2323	3635	1388	1148	858	3302	312	163	742	5078	258	519	205	222	191	31*	4619	1366
2G	75	75	*	24	51	44	7	29	46	21	7	17	39	2	2	9	65	3	5	4	3	2	1	62	13
	1%	1%	*	1%	2%	2%	2%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	4%	1%	1%
	bc	b		xc	xc	c					j									u					
3G	413	364	42	219	194	170	25	140	272	92	56	65	227	18	17	51	352	14	37	15	13	11	2	337	76
	7%	7%	9%	6%	9%	9%	7%	6%	7%	7%	5%	8%	7%	6%	10%	7%	7%	5%	7%	7%	6%	6%	6%	7%	6%
	cj			xc	xc						j	j													
4G or 5G	4719	4241	438	3281	1438	1191	247	1921	2782	981	1046	684	2668	254	120	551	4047	210	373	149	169	150	19	3668	1051
	79%	78%	90%	87%	65%	64%	74%	83%	77%	71%	91%	80%	81%	81%	73%	74%	80%	82%	72%	73%	76%	79%	61%	79%	77%
	adehiorv		xa	xdef	e	de	xh				xikl	i	xi			r	xors	ors		v	tv				
Don't know	777	762	6	263	514	460	54	233	535	294	40	92	368	38	25	132	614	31	103	38	37	28	9	553	224
	13%	14%	1%	7%	23%	25%	16%	10%	15%	21%	3%	11%	11%	12%	15%	18%	12%	12%	20%	18%	16%	15%	28%	12%	16%
	bcgjlp	xb		xcf	xcdf	c		xg		xjkl		j	j			xpq		xopq	xpq	xu		xtu			xy

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 79

Q9. Do you know what type of mobile network you are using at home most of the time?

Base: All with mobile phone (excl don't know)

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6007	1263	1807	2937	486	777	846	961	1085	1852	791	747	780	3689	186	460	369	414	300	419	577	615	349	3388	2619
Weighted Base	5985	1036	1848	3101	492	544	741	1107	1165	1936	483	182	364	4955	234	659	477	425	414	654	710	850	534	3423	2561
Base (excl don't know)	5207	1014	1695	2499	482	532	704	990	1034	1465	417	165	309	4316	216	564	392	373	364	559	654	730	464	3048	2160
2G	75	3	21	51	-	3	6	14	12	39	4	5	7	60	2	4	4	7	2	16	10	3	12	29	46
1%	*	1%	2%	-	1%	1%	1%	1%	1%	3%	1%	3%	2%	1%	1%	1%	1%	2%	1%	3%	2%	*	3%	1%	2%
aduA		ad	xadeh		ad		xabcdefh		xjmoru	u	u					u		mu		u				xACE	
3G	413	54	122	237	27	27	49	73	65	172	35	15	36	328	19	45	23	40	27	53	39	41	41	223	190
8%	5%	7%	9%	6%	5%	7%	7%	6%	12%		8%	9%	12%	8%	9%	8%	6%	11%	7%	10%	6%	6%	9%	7%	9%
aeu			xabdeh				xabcdefgh		xmptu							mptu		u						DF	
4G or 5G	4719	956	1552	2211	455	501	649	903	958	1253	378	146	266	3928	195	515	365	327	336	490	605	686	410	2795	1924
91%	94%	92%	88%	94%	94%	92%	91%	93%	86%		91%	88%	86%	91%	90%	91%	93%	87%	92%	88%	92%	94%	88%	92%	89%
ciI BE	xbcgi	ci	i	xci	xci	ci	i	ci					lqs		l	klqs		l		klqs	xklmqsv			xBE	

Proportions/Means: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 80

Q9. Do you know what type of mobile network you are using at home most of the time?

Base: All with mobile phone (excl don't know)

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6007	5365	585	3706	2301	1823	478	2460	3507	1412	1220	859	3219	621	154	1789	4077	698	1190	499	542	485	57	4593	1414
Weighted Base	5985	5440	487	3787	2198	1865	332	2323	3635	1388	1148	858	3302	312	163	742	5078	258	519	205	222	191	31*	4619	1366
Base (excl don't know)	5207	4679	481	3524	1683	1405	279	2090	3099	1094	1108	765	2934	274	138	610	4464	227	415	168	185	163	22*	4066	1141
2G	75	75	*	24	51	44	7	29	46	21	7	17	39	2	2	9	65	3	5	4	3	2	1	62	13
	1%	2%	*	1%	3%	3%	2%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	6%	2%	1%
	bcj	xb		xc	xc	c				j		j				u						xu			
3G	413	364	42	219	194	170	25	140	272	92	56	65	227	18	17	51	352	14	37	15	13	11	2	337	76
	8%	8%	9%	6%	12%	12%	9%	7%	9%	8%	5%	8%	8%	7%	12%	8%	8%	6%	9%	9%	7%	7%	8%	8%	7%
	cgj			xc	xc			xg		j		j	j			q			q						
4G or 5G	4719	4241	438	3281	1438	1191	247	1921	2782	981	1046	684	2668	254	120	551	4047	210	373	149	169	150	19	3668	1051
	91%	91%	91%	93%	85%	85%	89%	92%	90%	90%	94%	89%	91%	93%	87%	90%	91%	93%	90%	89%	92%	92%	86%	90%	92%
	deh			xdef				xh				xikl						ors							

Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f - x/g/h - x/i/j/k/l - x/m/n - x/o/p/q/r/s - x/t/u/v - x/y/z
Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 81

Q10. Is your mobile signal strong enough to make a call anywhere indoors at home?

Base: All with mobile phone

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6007	1263	1807	2937	486	777	846	961	1085	1852	791	747	780	3689	186	460	369	414	300	419	577	615	349	3388	2619
Weighted Base	5985	1036	1848	3101	492	544	741	1107	1165	1936	483	182	364	4955	234	659	477	425	414	654	710	850	534	3423	2561
NET: Yes	5555	992	1706	2856	472	520	685	1021	1094	1763	441	163	317	4633	220	626	451	399	394	589	689	794	471	3185	2370
	93%	96%	92%	92%	96%	96%	93%	92%	94%	91%	91%	89%	87%	94%	94%	95%	95%	94%	95%	90%	97%	93%	88%	93%	93%
	iklsv	xbcfgi	i	xbcfgi	xbcfgi	i	ci	l	xlsv	lv	jklsv	klsv	klv	jklsv	klv	jklsv	klv	jklsv	klv	jklsv	klv	jklsv	klv	jklsv	klv
Yes - in all locations indoors	4292	749	1287	2255	368	381	516	772	813	1442	325	119	218	3630	178	486	353	309	316	470	552	616	351	2414	1878
	72%	72%	70%	73%	75%	70%	70%	70%	74%	74%	67%	65%	60%	73%	76%	74%	74%	73%	76%	72%	78%	72%	66%	71%	73%
	ijklvC	e	h	ijklvC	ijklvC	ijklvC	ijklvC	ijklvC	ijklvC	ijklvC	ijklvC	ijklvC	ijklvC	ijklvC	ijklvC	ijklvC	ijklvC	ijklvC	ijklvC	ijklvC	ijklvC	ijklvC	ijklvC	ijklvC	ijklvC
Yes - in at least one location	1263	242	419	601	104	138	170	249	280	321	117	45	99	1003	43	140	99	90	78	119	137	178	120	771	492
	21%	23%	23%	19%	21%	25%	23%	23%	24%	17%	24%	24%	27%	20%	18%	21%	21%	21%	19%	18%	19%	21%	22%	23%	19%
	cimBF	ci	ci	i	i	xci	i	i	xci	ms	s	xmnrstu												xBF	
No - my signal is not strong enough to make a call indoors at home	372	33	132	207	14	19	51	82	66	141	34	19	45	273	10	27	20	23	14	60	20	45	55	208	164
	6%	3%	7%	7%	3%	3%	7%	7%	6%	7%	7%	10%	12%	6%	4%	4%	4%	5%	3%	9%	3%	5%	10%	6%	6%
	ademrt		ade	ade			ade	ade	ad	ade	rt	xmnpqrstu	xmnpqrstu	t						xmoprtu			xmnpqrstu		
Don't know	58	12	9	38	6	5	5	4	6	32	8	*	2	48	4	5	5	3	6	5	1	11	8	31	27
	1%	1%	*	1%	1%	1%	1%	*	1%	2%	2%	*	1%	1%	2%	1%	1%	1%	1%	1%	*	1%	2%	1%	1%
	bt			bh					xbcg	h	t			t	t				t			t	t		

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 82

Q10. Is your mobile signal strong enough to make a call anywhere indoors at home?

Base: All with mobile phone

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6007	5365	585	3706	2301	1823	478	2460	3507	1412	1220	859	3219	621	154	1789	4077	698	1190	499	542	485	57	4593	1414
Weighted Base	5985	5440	487	3787	2198	1865	332	2323	3635	1388	1148	858	3302	312	163	742	5078	258	519	205	222	191	31*	4619	1366
NET: Yes	5555	5036	467	3548	2006	1692	314	2238	3292	1296	1083	789	3053	297	137	686	4722	241	480	192	206	178	27	4274	1281
	93%	93%	96%	94%	91%	91%	94%	96%	91%	93%	94%	92%	92%	95%	84%	92%	93%	93%	93%	94%	93%	94%	88%	93%	94%
	dehn	xa	xde	de	xh	l	n																		
Yes - in all locations indoors	4292	3911	344	2690	1602	1356	246	1821	2449	998	834	577	2372	232	87	524	3661	177	366	150	153	131	22	3272	1020
	72%	72%	71%	71%	73%	73%	74%	78%	67%	72%	73%	67%	72%	74%	53%	71%	72%	69%	71%	73%	69%	69%	71%	71%	75%
	hkn							xh			k		k	n											xy
Yes - in at least one location	1263	1124	123	858	405	337	68	417	843	298	249	213	682	64	50	162	1062	63	114	43	52	47	5	1002	261
	21%	21%	25%	23%	18%	18%	20%	18%	23%	21%	22%	25%	21%	21%	31%	22%	21%	25%	22%	21%	24%	25%	17%	22%	19%
	deg		xa	xde					xg			xl			xm			x							
No - my signal is not strong enough to make a call indoors at home	372	355	15	219	153	139	14	65	306	80	60	64	213	11	24	48	312	15	34	11	15	11	4	303	69
	6%	7%	3%	6%	7%	7%	4%	3%	8%	6%	5%	8%	6%	3%	14%	6%	6%	6%	7%	5%	7%	6%	12%	7%	5%
	bgm	xb			f	xf		xg							xm										
Don't know	58	50	5	20	38	34	5	20	37	13	5	4	35	5	3	8	44	2	4	2	1	1	-	42	16
	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	*	*	1%	2%	2%	1%	1%	1%	1%	1%	*	1%	-	1%	1%
	c				xc	xc																			

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

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 83

Q10. Is your mobile signal strong enough to make a call anywhere indoors at home?

Base: All with mobile phone (excl don't know)

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6007	1263	1807	2937	486	777	846	961	1085	1852	791	747	780	3689	186	460	369	414	300	419	577	615	349	3388	2619
Weighted Base	5985	1036	1848	3101	492	544	741	1107	1165	1936	483	182	364	4955	234	659	477	425	414	654	710	850	534	3423	2561
Base (excl don't know)	5927	1025	1839	3063	486	539	736	1103	1159	1904	476	182	363	4906	230	653	472	422	408	649	709	838	526	3393	2534
NET: Yes	5555	992	1706	2856	472	520	685	1021	1094	1763	441	163	317	4633	220	626	451	399	394	589	689	794	471	3185	2370
	94%	97%	93%	93%	97%	96%	93%	93%	94%	93%	93%	90%	88%	94%	96%	96%	96%	95%	97%	91%	97%	95%	89%	94%	94%
	klsv	xbcfghi		xbcfghi	xbcfgi						l		xklsv	klv	jklsv	klsv	klv	xjksv		xjklmsuv	klsv				
Yes - in all locations indoors	4292	749	1287	2255	368	381	516	772	813	1442	325	119	218	3630	178	486	353	309	316	470	552	616	351	2414	1878
	72%	73%	70%	74%	76%	71%	70%	70%	70%	76%	68%	65%	60%	74%	77%	74%	75%	73%	77%	72%	78%	73%	67%	71%	74%
	bjklv	e		bh	b					xbcefg	l			xjklv	jkvl	jkvl	jkvl	kl	jkvl	kl	xjklmv	klv			xAC
Yes - in at least one location	1263	242	419	601	104	138	170	249	280	321	117	45	99	1003	43	140	99	90	78	119	137	178	120	771	492
	21%	24%	23%	20%	21%	26%	23%	23%	24%	17%	25%	24%	27%	20%	19%	21%	21%	21%	19%	18%	19%	21%	23%	23%	19%
	cimBF	ci	ci	i	xci	i	i	xci			mst	s	xmnrstu												xBF
No - my signal is not strong enough to make a call indoors at home	372	33	132	207	14	19	51	82	66	141	34	19	45	273	10	27	20	23	14	60	20	45	55	208	164
	6%	3%	7%	7%	3%	4%	7%	7%	6%	7%	7%	10%	12%	6%	4%	4%	4%	5%	3%	9%	3%	5%	11%	6%	6%
	ademrt		ade	ade			ade	ade	ad	ade	ort	xmnopqr	tjmnopqr	t					xmoprtu		t	xmnopqr			

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 84

Q10. Is your mobile signal strong enough to make a call anywhere indoors at home?

Base: All with mobile phone (excl don't know)

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6007	5365	585	3706	2301	1823	478	2460	3507	1412	1220	859	3219	621	154	1789	4077	698	1190	499	542	485	57	4593	1414
Weighted Base	5985	5440	487	3787	2198	1865	332	2323	3635	1388	1148	858	3302	312	163	742	5078	258	519	205	222	191	31*	4619	1366
Base (excl don't know)	5927	5391	482	3767	2159	1832	328	2303	3597	1375	1143	854	3266	307	160	734	5034	256	514	203	221	190	31*	4577	1350
NET: Yes	5555	5036	467	3548	2006	1692	314	2238	3292	1296	1083	789	3053	297	137	686	4722	241	480	192	206	178	27	4274	1281
	94%	93%	97%	94%	93%	92%	96%	97%	91%	94%	95%	92%	93%	97%	85%	93%	94%	94%	93%	95%	93%	94%	88%	93%	95%
	aehn	xa	e	de	xh	xn																			
Yes - in all locations indoors	4292	3911	344	2690	1602	1356	246	1821	2449	998	834	577	2372	232	87	524	3661	177	366	150	153	131	22	3272	1020
	72%	73%	71%	71%	74%	74%	75%	79%	68%	73%	73%	68%	73%	76%	54%	71%	73%	69%	71%	74%	70%	69%	71%	71%	76%
	hkn							xh		k	k		k	n											xy
Yes - in at least one location	1263	1124	123	858	405	337	68	417	843	298	249	213	682	64	50	162	1062	63	114	43	52	47	5	1002	261
	21%	21%	26%	23%	19%	18%	21%	18%	23%	22%	22%	25%	21%	21%	31%	22%	21%	25%	22%	21%	24%	25%	17%	22%	19%
	deg		xa	xde					xg			xl			xm			x							
No - my signal is not strong enough to make a call indoors at home	372	355	15	219	153	139	14	65	306	80	60	64	213	11	24	48	312	15	34	11	15	11	4	303	69
	6%	7%	3%	6%	7%	8%	4%	3%	9%	6%	5%	8%	7%	3%	15%	7%	6%	6%	7%	5%	7%	6%	12%	7%	5%
	bgm	xb			f	xcf			xg						xm										

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 85

Q11. If an emergency happened at home and you needed help what device would you expect to use to make an emergency phone call to someone to help you?

Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
Mobile Phone	4011	851	1380	1780	413	438	595	785	806	974	298	122	211	3381	159	467	315	290	311	411	493	598	338	2355	1656
	65%	81%	74%	55%	83%	78%	80%	70%	68%	48%	61%	66%	57%	66%	65%	69%	64%	67%	72%	61%	67%	70%	61%	67%	63%
	cijlBF	xbceghi	xcghi	i	xbcgghi	xcghi	xbcgghi	xci	ci					xjls		jlsv		jl	xjlmvsv		jl	xjlsv		xBF	F
Landline	2026	173	458	1395	74	98	133	325	364	1031	185	62	156	1623	81	199	166	135	112	255	220	248	207	1094	932
	33%	16%	25%	43%	15%	18%	18%	29%	31%	50%	38%	34%	42%	32%	33%	29%	34%	31%	26%	38%	30%	29%	37%	31%	35%
	abdefgmruA		ade	xabdefgh				abdef	abdef	xabcdefgh	xmortu	r	.kmnopqrt	r		r			xmortu				mortu		xACDE
Tablet (iPad or other)	24	18	6	*	5	13	5	1	-	*	1	*	*	23	4	2	1	1	-	1	10	2	1	10	14
	*ci	2%	*cg	*	1%	2%	1%	*	-	*	*	*	*	1%	*	*	*	*	-	*	1%	*	*	*	1%
		xbcgghi			xcghi	xbcfghi	bcghi								xr						xm				
Smart watch	16	7	3	6	1	6	3	1	*	5	1	*	*	15	1	3	3	-	-	3	3	2	*	7	10
	*	1%	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	1%	-	-	1%	*	*	*	*	*
		xcgh				xbcgghi																			
Alexa or Google Home	11	4	6	*	2	2	6	1	-	*	-	*	*	10	-	-	-	1	2	3	3	1	-	6	5
	*ci	*ci	*cgi	*	*ci	*ci	1%	*	-	*	-	*	*	*	-	-	-	*	1%	*	*	*	-	*D	*
						xbcgghi																			
Other	52	1	6	44	-	1	2	4	8	36	5	-	1	46	2	5	7	3	4	2	9	9	6	28	23
	1%	*	*	1%	-	*	*	*	1%	2%	1%	-	*	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%
	abe			xabdefgh						xabdefg															

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F
Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 86

Q11. If an emergency happened at home and you needed help what device would you expect to use to make an emergency phone call to someone to help you?

Base: All respondents

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
Mobile Phone	4011	3597	374	2857	1154	919	235	1667	2335	872	913	512	2242	202	92	460	3439	187	306	127	145	129	17	2997	1014
	65%	64%	76%	75%	50%	47%	69%	70%	63%	60%	79%	59%	67%	64%	55%	60%	66%	72%	57%	61%	64%	67%	51%	63%	72%
Landline	2026	1909	103	917	1109	1010	99	657	1354	544	215	348	1099	107	74	281	1693	69	216	77	77	63	15	1650	376
	33%	34%	21%	24%	48%	51%	29%	28%	36%	37%	19%	40%	33%	34%	45%	37%	33%	27%	40%	36%	34%	33%	45%	35%	27%
Tablet (iPad or other)	24	14	6	23	2	*	2	18	6	8	14	2	3	1	-	1	20	1	*	1	*	*	-	20	4
	*adehl	*	1%	1%	*e	*	1%	1%	*	1%	1%	*	*	*	-	*	*	*	*	*	*	*	-	*	*
Smart watch	16	13	3	14	3	3	-	10	6	7	4	1	6	1	-	4	13	*	3	-	-	-	-	12	5
	*	*	1%	*	*	*	-	*	*	*	*	*	*	*	-	*	*	*	1%	-	-	-	-	*	*
Alexa or Google Home	11	6	4	10	1	*	1	7	3	3	6	2	2	-	-	1	8	1	-	-	-	-	-	7	4
	*al	*	1%	*	*	*	*	*	*	*	*xl	*	*	-	-	*	*	*r	-	-	-	-	-	*	*
Other	52	48	1	11	40	36	4	24	23	32	-	5	14	5	-	21	30	3	15	6	3	1	2	41	11
	1%	1%	*	*	2%	2%	1%	1%	1%	2%	-	1%	*	2%	-	3%	1%	1%	3%	3%	1%	1%	5%	1%	1%
	cjlp				xc	xc	c			xjkl		j				xpq			xpq	xpq	u		xtu		

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 87

Q12. Who are you most likely to phone if you needed help in an emergency?

Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
Emergency services	3354	364	1030	1961	169	195	362	668	735	1226	279	96	208	2772	129	374	286	206	214	397	370	472	324	1875	1480
	55%	35%	55%	61%	34%	35%	49%	60%	62%	60%	57%	52%	56%	54%	52%	55%	58%	48%	50%	59%	50%	55%	59%	54%	56%
	adefqtC		adef	xabdef			ade	xabdef	xabdef	xabdef	qt		q	qt		q	qrt			qrt		q	qrt	C	C
Partner/family	2142	537	674	931	254	283	305	370	354	577	171	73	108	1790	94	235	157	178	170	216	269	304	168	1222	920
	35%	51%	36%	29%	51%	51%	41%	33%	30%	28%	35%	40%	29%	35%	38%	35%	32%	41%	40%	32%	36%	35%	30%	35%	35%
	chilD	xbcfghi	cghi	xbcfghi	xbcfghi	xbcfghi	ci					xlpsv		l			xjlmprsv	lv		l			D	F	
Friends	385	128	122	134	64	65	63	59	57	77	20	8	28	329	16	43	30	23	21	33	79	50	34	249	135
	6%	12%	7%	4%	13%	12%	8%	5%	5%	4%	4%	4%	8%	6%	6%	6%	6%	5%	5%	5%	11%	6%	6%	7%	5%
	cijB	xbcfghi	ci	xbcfghi	xbcfghi	xbcfghi							j	j						xjkmopqrsuv				xBE	
Neighbour	211	20	28	162	8	12	13	15	25	138	17	6	20	167	3	23	11	18	23	21	15	27	26	130	80
	3%	2%	2%	5%	2%	2%	2%	1%	2%	7%	3%	3%	6%	3%	1%	3%	2%	4%	5%	3%	2%	3%	5%	4%	3%
	abdfgh			xabdefgh						xabcdefgh				xmrnpt					nt				t		
Other	48	5	6	37	2	3	1	4	8	29	4	1	4	39	4	-	7	6	1	9	4	6	1	23	25
	1%	*	*	1%	*	1%	*	*	1%	1%	1%	1%	1%	1%	2%	-	1%	1%	*	1%	1%	1%	*	1%	1%
	b			xbf						xabfg	o	o	o		ov		o	o		o					

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 88

Q12. Who are you most likely to phone if you needed help in an emergency?

Base: All respondents

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
Emergency services	3354	3114	207	1963	1391	1195	196	1252	2089	743	539	526	1922	177	97	419	2848	137	307	111	130	113	17	2661	693
	55%	56%	42%	51%	60%	61%	58%	53%	56%	51%	47%	61%	57%	56%	58%	55%	55%	53%	57%	53%	58%	58%	53%	56%	49%
Partner/family	bcgijz	xb		xc	xc	c		xg		xij	xij							o					xz		
	2142	1921	202	1509	633	539	94	858	1275	440	505	280	1216	110	57	265	1811	92	179	75	73	63	10	1565	577
	35%	34%	41%	39%	27%	27%	28%	36%	34%	30%	44%	32%	36%	35%	35%	35%	35%	35%	33%	35%	32%	33%	31%	33%	41%
Friends	defiy	xa		xdef						xikl		i											xy		
	385	317	63	268	116	80	36	189	194	163	89	39	128	13	7	42	334	21	21	12	10	9	1	295	90
	6%	6%	13%	7%	5%	4%	11%	8%	5%	11%	8%	4%	4%	4%	4%	5%	6%	8%	4%	6%	5%	5%	4%	6%	6%
Neighbour	adehklmr	xa		xde	e		xcde	xh		xjkl	kl					r	r	or							
	211	190	18	71	140	129	11	62	146	102	18	18	79	12	5	27	181	6	23	7	7	6	2	171	40
	3%	3%	4%	2%	6%	7%	3%	3%	4%	7%	2%	2%	2%	4%	3%	4%	3%	2%	4%	3%	3%	3%	5%	4%	3%
Other	cgjl			xcf	xcf			xg		xjkl								oq							
	48	46	1	19	29	26	3	23	23	19	1	6	20	4	-	15	29	4	10	6	5	3	2	34	14
	1%	1%	*	*	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	-	2%	1%	1%	2%	3%	2%	1%	7%	1%	1%
	cjp			xc	xc					j						xp		p	xp	xp	xu		xtu		

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 89

Q13. Why would you use your landline and not a mobile phone?

Base: All who would use landline in emergency

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	1923	209	425	1289	70	139	154	271	346	943	286	187	277	1173	61	130	128	130	83	161	177	175	128	1008	915
Weighted Base	2026	173	458	1395	74*	98	133	325	364	1031	185	62	156	1623	81*	199	166	135	112*	255	220	248	207	1094	932
My landline is easier to use than a mobile	1233	72	222	940	30	41	60	161	202	739	109	29	88	1007	48	104	94	90	69	165	129	170	137	611	622
	61%	41%	48%	67%	41%	42%	45%	50%	55%	72%	59%	47%	56%	62%	59%	52%	57%	67%	62%	65%	59%	69%	66%	56%	67%
	abdefgkAD			xabdefgh					ae	xabcdefgh				ko			ko		k		xklo	ko			xACD
I don't have good enough signal/quality of call not good enough	607	61	172	374	27	34	48	124	129	245	53	27	62	465	18	61	47	34	28	84	42	78	73	358	249
	30%	35%	38%	27%	36%	35%	36%	38%	35%	24%	29%	43%	40%	29%	22%	30%	28%	25%	25%	33%	19%	32%	35%	33%	27%
	citBF	ci	xci	i	i	ci	xci	ci			t	xjmnprt	xjmnprt	t	t				t		t	t		xBF	F
I can't remember where my mobile is	347	49	72	227	24	25	19	53	62	165	39	10	26	272	5	26	32	19	22	32	55	49	34	195	152
	17%	28%	16%	16%	32%	26%	14%	16%	17%	16%	21%	17%	16%	17%	6%	13%	19%	14%	20%	13%	25%	20%	16%	18%	16%
	n	xbcfghi		xbcfghi	xbcfgi						ns			n			n		n		xmnoqs	n			
Mobile calls are too expensive	270	26	68	176	14	13	22	47	67	109	24	6	17	223	8	20	30	22	14	41	23	31	36	134	136
	13%	15%	15%	13%	18%	13%	16%	14%	18%	11%	13%	9%	11%	14%	10%	10%	18%	16%	12%	16%	10%	13%	17%	12%	15%
	i			i					xci																
I don't keep my mobile charged up	193	36	52	105	22	13	15	38	31	74	12	4	13	164	13	15	21	8	9	12	31	28	26	116	77
	10%	21%	11%	8%	30%	13%	11%	12%	8%	7%	7%	7%	8%	10%	17%	7%	12%	6%	8%	5%	14%	11%	13%	11%	8%
	cis	xbcefgi	ci		xabcefgi	ci								s	jq		s				xjqs	s	s		
I don't know if I've got enough money on my mobile account to make	148	18	42	88	8	10	14	28	38	50	8	6	10	123	4	11	13	13	6	17	22	16	22	61	87
	7%	10%	9%	6%	11%	10%	11%	9%	10%	5%	5%	9%	7%	8%	5%	6%	8%	10%	5%	7%	10%	6%	11%	6%	9%
	ciA	i	i	i	i	i	i	i	ci																xAD
I don't have a mobile	100	2	10	89	1	1	2	8	10	79	5	1	4	91	8	8	11	1	11	18	12	7	16	50	50
	5%	1%	2%	6%	1%	1%	2%	2%	3%	8%	3%	2%	3%	6%	9%	4%	7%	1%	10%	7%	6%	3%	8%	5%	5%
	abeq			xabegh										q	jq		q		ijklqu	q	q		q		
I don't know how to use my mobile phone	50	14	2	34	5	9	2	*	4	30	1	-	3	47	4	5	7	1	2	6	9	6	7	19	31
	2%	8%	*	2%	6%	9%	1%	*	1%	3%	*	-	2%	3%	5%	3%	4%	1%	2%	2%	4%	2%	3%	2%	3%
	bgj	xbcfghi		bg	bgh	xbcfghi				bg					j		j				j				
Other	235	8	41	187	5	3	6	35	45	142	27	7	15	187	10	27	25	17	8	32	30	16	22	134	101
	12%	4%	9%	13%	6%	3%	4%	11%	12%	14%	15%	11%	9%	12%	12%	13%	15%	12%	7%	13%	14%	6%	11%	12%	11%
	aefu		f	xabef				ae	aef	xabef	u			u			u				u				

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F
 Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 90

Q13. Why would you use your landline and not a mobile phone?

Base: All who would use landline in emergency

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	1923	1776	132	860	1063	922	141	667	1231	519	238	318	1006	210	69	630	1254	183	469	175	183	155	28	1536	387
Weighted Base	2026	1909	103	917	1109	1010	99*	657	1354	544	215	348	1099	107	74*	281	1693	69	216	77	77	63	15**	1650	376
My landline is easier to use than a mobile	1233	1170	54	443	791	717	73	396	825	337	108	207	663	65	42	178	1022	38	139	49	49	36	13	997	236
	61%	61%	53%	48%	71%	71%	74%	60%	61%	62%	50%	59%	60%	61%	56%	63%	60%	55%	65%	63%	63%	57%	89%	60%	63%
					xc	xc	xc			j		j	j			q			q		u				
I don't have good enough signal/quality of call not good enough	607	581	21	343	264	239	25	132	472	140	71	105	359	20	33	85	497	27	65	23	29	24	5	507	100
	30%	30%	20%	37%	24%	24%	26%	20%	35%	26%	33%	30%	33%	19%	44%	30%	29%	39%	30%	29%	37%	37%	34%	31%	26%
				bdegim					xg				xi		xm			xopr							
I can't remember where my mobile is	347	316	30	176	171	156	15	146	199	94	51	77	171	26	12	46	292	13	37	10	11	8	4	286	61
	17%	17%	29%	19%	15%	15%	15%	22%	15%	17%	24%	22%	16%	24%	16%	16%	17%	19%	17%	13%	15%	12%	25%	17%	16%
			xa					xh			xl	xl		x											
Mobile calls are too expensive	270	248	21	122	148	122	26	97	172	90	22	55	121	15	9	41	219	9	33	13	13	11	2	233	37
	13%	13%	21%	13%	13%	12%	26%	15%	13%	16%	10%	16%	11%	14%	13%	15%	13%	14%	15%	17%	17%	17%	16%	14%	10%
			xa		e		xcde			l		l													
I don't keep my mobile charged up	193	163	27	104	88	76	13	88	104	70	28	47	64	6	5	27	158	11	19	3	7	6	2	164	29
	10%	9%	26%	11%	8%	7%	13%	13%	8%	13%	13%	13%	6%	6%	7%	10%	9%	16%	9%	4%	10%	9%	13%	10%	8%
			xa	xde				xh		xl	l	xl				s	s	xopr	s						
I don't know if I've got enough money on my mobile account to make	148	134	14	76	72	55	18	56	92	42	21	40	60	4	4	22	117	6	18	4	7	6	1	128	20
	7%	7%	14%	8%	7%	5%	18%	9%	7%	8%	10%	12%	5%	4%	6%	8%	7%	9%	8%	5%	9%	9%	8%	8%	5%
			xa	e	e		xcde			l	xl														
I don't have a mobile	100	97	3	20	81	73	7	36	62	49	2	8	47	2	3	21	76	4	17	3	4	2	2	70	31
	5%	5%	3%	2%	7%	7%	8%	6%	5%	9%	1%	2%	4%	2%	4%	7%	4%	5%	8%	4%	5%	3%	16%	4%	8%
				xc	xc		c			xjkl			j			xp			xp		u				xy
I don't know how to use my mobile phone	50	40	10	18	32	31	2	22	27	33	7	9	9	*	-	9	40	3	7	2	3	*	3	38	12
	2%	2%	10%	2%	3%	3%	2%	3%	2%	6%	3%	3%	1%	*	-	3%	2%	5%	3%	2%	3%	*	18%	2%	3%
			xa							xl	l	l									u				
Other	235	228	5	81	154	143	11	78	155	79	9	31	127	15	13	36	192	9	28	8	8	6	2	193	42
	12%	12%	5%	9%	14%	14%	11%	12%	11%	15%	4%	9%	12%	14%	17%	13%	11%	13%	13%	10%	11%	10%	13%	12%	11%
			b		xc	xc				jk		j	j												

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 91

Q14. What type of landline phone do you have?

Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
Cordless/portable phone	3831	589	1246	1996	282	307	498	748	727	1269	293	112	221	3205	135	426	321	267	265	442	428	553	368	2169	1662
	62%	56%	67%	62%	57%	55%	67%	67%	62%	62%	60%	61%	60%	63%	55%	63%	65%	62%	62%	65%	58%	64%	67%	62%	63%
	adet		xacdehi	ae			xacdei	xacdehi	ae	ae				nt			nt			nt		nt	nt		F
Corded landline phone, attached to a socket on the wall	1317	264	386	667	115	149	159	227	284	383	111	37	91	1078	74	137	102	96	103	126	171	162	107	714	603
	21%	25%	21%	21%	23%	27%	21%	20%	24%	19%	23%	20%	25%	21%	30%	20%	21%	22%	24%	19%	23%	19%	19%	20%	23%
	i	xbcgj		i		xbcfji			ci				u		xkmopsuv										
Both corded and cordless landline phones	538	110	104	323	56	54	44	61	84	240	40	20	36	442	21	56	41	40	31	58	80	74	42	327	210
	9%	10%	6%	10%	11%	10%	6%	5%	7%	12%	8%	11%	10%	9%	8%	8%	8%	9%	7%	9%	11%	9%	8%	9%	8%
	bfj	xbfgh		xbfgh	bfgh	bfj				xbcfgh															
An internet/digital phone (VOIP)	352	47	93	212	18	29	28	65	63	149	36	14	19	282	11	42	20	21	25	43	44	49	27	232	120
	6%	4%	5%	7%	4%	5%	4%	6%	5%	7%	7%	7%	5%	6%	4%	6%	4%	5%	6%	6%	6%	6%	5%	7%	5%
	fBE			xadf						xabdf	p	p												xBE	
Don't know	103	44	32	27	26	18	15	16	20	7	10	2	1	90	5	13	8	6	6	6	15	22	9	58	45
	2%	4%	2%	1%	5%	3%	2%	1%	2%	*	2%	1%	*	2%	2%	2%	2%	1%	1%	1%	2%	3%	2%	2%	2%
	cil	xbcefgi	ci	i	xbcfghi	xbcgj	ci	i	ci		l			l							l	l			

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F
 Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 92

Q14. What type of landline phone do you have?

Base: All respondents

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
Cordless/portable phone	3831	3539	265	2393	1438	1230	208	1450	2361	822	725	546	2177	198	89	480	3257	163	340	131	144	124	21	2923	908
	62%	63%	54%	62%	62%	62%	61%	61%	63%	56%	63%	63%	65%	63%	53%	63%	63%	62%	63%	62%	64%	64%	63%	62%	64%
Corded landline phone, attached to a socket on the wall	1317	1161	142	871	446	372	74	540	770	386	260	178	665	70	40	156	1116	57	101	40	40	33	7	955	362
	21%	21%	29%	23%	19%	19%	22%	23%	21%	26%	23%	20%	20%	22%	24%	20%	21%	22%	19%	19%	18%	17%	20%	20%	26%
	adelrtuy		xa	xde						xkl						r								xy	
Both corded and cordless landline phones	538	488	43	302	236	219	17	209	328	153	85	81	267	20	20	67	455	19	52	20	22	19	3	448	90
	9%	9%	9%	8%	10%	11%	5%	9%	9%	10%	7%	9%	8%	6%	12%	9%	9%	7%	10%	9%	10%	10%	9%	9%	6%
	cfiz				xcf	xcdf				xjl					m									xz	
An internet/digital phone (VOIP)	352	314	27	192	160	137	23	139	211	86	57	54	198	23	12	53	288	17	39	15	15	13	3	337	14
	6%	6%	5%	5%	7%	7%	7%	6%	6%	6%	5%	6%	6%	7%	7%	7%	6%	6%	7%	7%	7%	6%	8%	7%	1%
	cz				xc	xc				x						x			xp					xz	
Don't know	103	85	14	73	30	11	19	44	57	20	26	9	59	5	6	11	85	6	7	5	5	5	-	63	40
	2%	2%	3%	2%	1%	1%	6%	2%	2%	1%	2%	1%	2%	2%	3%	1%	2%	2%	1%	2%	2%	2%	-	1%	3%
	aey		xa	e	e		xcde																	xy	

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

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 93

Q14. What type of landline phone do you have?

Base: All respondents (excl don't know)

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
Base (excl don't know)	6037	1010	1829	3198	470	540	729	1100	1158	2040	480	183	367	5007	241	662	483	424	424	670	722	838	543	3442	2596
Cordless/portable phone	3831	589	1246	1996	282	307	498	748	727	1269	293	112	221	3205	135	426	321	267	265	442	428	553	368	2169	1662
	63%	58%	68%	62%	60%	57%	68%	68%	63%	62%	61%	61%	60%	64%	56%	64%	66%	63%	63%	66%	59%	66%	68%	63%	64%
	aet		xacdehi	ae			xacdehi	xacdehi	e	e				nt			nt		nt		nt	nt			F
Corded landline phone, attached to a socket on the wall	1317	264	386	667	115	149	159	227	284	383	111	37	91	1078	74	137	102	96	103	126	171	162	107	714	603
	22%	26%	21%	21%	24%	28%	22%	21%	25%	19%	23%	20%	25%	22%	31%	21%	21%	23%	24%	19%	24%	19%	20%	21%	23%
	i	xbcgj		i	i	xbcfji			ci					xkmopsuv											
Both corded and cordless landline phones	538	110	104	323	56	54	44	61	84	240	40	20	36	442	21	56	41	40	31	58	80	74	42	327	210
	9%	11%	6%	10%	12%	10%	6%	6%	7%	12%	8%	11%	10%	9%	9%	9%	8%	9%	7%	9%	11%	9%	8%	10%	8%
	bfg	xbfgh		xbfgh	xbfgh	bfg				xbcfgh															
An internet/digital phone (VOIP)	352	47	93	212	18	29	28	65	63	149	36	14	19	282	11	42	20	21	25	43	44	49	27	232	120
	6%	5%	5%	7%	4%	5%	4%	6%	5%	7%	8%	7%	5%	6%	5%	6%	4%	5%	6%	6%	6%	6%	5%	7%	5%
	fBE			xadf						xabdf	p														xBE

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 94

Q14. What type of landline phone do you have?

Base: All respondents (excl don't know)

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
Base (excl don't know)	6037	5503	477	3758	2279	1958	322	2339	3670	1446	1126	860	3307	311	160	756	5117	255	533	206	221	188	33*	4663	1374
Cordless/portable phone	3831	3539	265	2393	1438	1230	208	1450	2361	822	725	546	2177	198	89	480	3257	163	340	131	144	124	21	2923	908
	63%	64%	56%	64%	63%	63%	65%	62%	64%	57%	64%	64%	66%	64%	55%	63%	64%	64%	64%	64%	65%	66%	63%	63%	66%
	bi	xb									i	i	xi												
Corded landline phone, attached to a socket on the wall	1317	1161	142	871	446	372	74	540	770	386	260	178	665	70	40	156	1116	57	101	40	40	33	7	955	362
	22%	21%	30%	23%	20%	19%	23%	23%	21%	27%	23%	21%	20%	22%	25%	21%	22%	22%	19%	19%	18%	18%	20%	20%	26%
	adelrtuy		xa	xde						xkl						r									xy
Both corded and cordless landline phones	538	488	43	302	236	219	17	209	328	153	85	81	267	20	20	67	455	19	52	20	22	19	3	448	90
	9%	9%	9%	8%	10%	11%	5%	9%	9%	11%	8%	9%	8%	7%	12%	9%	9%	8%	10%	10%	10%	10%	9%	10%	7%
	cfiz			xcf	xcdf					xjl					m										xz
An internet/digital phone (VOIP)	352	314	27	192	160	137	23	139	211	86	57	54	198	23	12	53	288	17	39	15	15	13	3	337	14
	6%	6%	6%	5%	7%	7%	7%	6%	6%	6%	5%	6%	6%	8%	7%	7%	6%	6%	7%	7%	7%	7%	8%	7%	1%
	cz				xc	xc										x			xp						xz

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 95

Q15. Before you changed to an internet phone were you asked if you....?

Base: All with a VOIP phone

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	382	52	105	225	18	34	39	66	77	148	54	65	48	215	12	27	15	24	19	32	33	32	21	241	141
Weighted Base	352	47*	93*	212	18**	29**	28**	65*	63*	149*	36*	14*	19**	282	11**	42**	20**	21**	25**	43**	44**	49**	27**	232	120*
Have a mobile	116	27	24	65	10	17	12	12	21	44	14	3	5	94	4	13	4	10	9	16	19	12	7	82	35
	33%	58%	26%	31%	57%	58%	42%	19%	33%	30%	39%	23%	24%	33%	38%	31%	20%	47%	35%	37%	44%	24%	26%	35%	29%
	gF	xabcghi																							
Are able to make a mobile call from home/ have good mobile coverage	76	11	15	49	5	6	7	9	13	36	5	1	4	66	1	8	4	6	6	7	18	13	4	54	22
	22%	24%	17%	23%	30%	21%	24%	14%	20%	24%	14%	7%	19%	23%	6%	19%	20%	28%	23%	15%	40%	27%	15%	23%	18%
	k	k																							
Have any other services connected to a landline e.g. Telecare, burglar alarm	58	4	12	41	2	3	4	9	16	25	5	2	1	50	1	13	1	11	4	7	5	4	4	39	19
	16%	9%	13%	19%	9%	10%	14%	13%	26%	17%	15%	11%	5%	18%	10%	31%	4%	49%	16%	16%	12%	8%	16%	17%	16%
Have a disability and/ or health condition	51	3	13	35	1	1	5	8	18	17	6	2	1	43	*	8	1	5	4	4	6	8	5	33	18
	14%	5%	14%	17%	7%	4%	19%	12%	29%	11%	16%	13%	4%	15%	4%	19%	6%	24%	17%	10%	13%	16%	19%	14%	15%
		i xaci																							
Have a battery backup	29	6	7	16	3	3	5	2	5	11	-	*	2	27	2	3	4	-	5	5	2	5	2	13	16
	8%	13%	8%	7%	18%	11%	18%	4%	7%	8%	-	3%	11%	10%	16%	7%	21%	-	20%	10%	4%	9%	8%	6%	14%
	AC	xAC																							
Other	8	1	2	5	-	1	-	2	*	4	1	1	2	5	-	2	2	-	-	-	-	1	-	2	6
	2%	2%	2%	2%	-	3%	-	3%	1%	3%	2%	4%	9%	2%	-	4%	10%	-	-	-	-	2%	-	1%	5%
	A	xA																							
None of these	146	14	56	75	5	10	11	46	24	50	18	8	10	109	4	12	7	5	10	16	16	24	14	93	52
	41%	30%	61%	35%	25%	33%	39%	70%	39%	34%	49%	62%	51%	39%	40%	29%	35%	25%	42%	37%	37%	48%	52%	40%	43%
	c	xachi xabchi xm																							
Don't know	30	-	2	28	-	-	-	2	2	27	1	-	*	28	2	8	2	2	2	2	3	4	3	21	8
	9%	-	2%	13%	-	-	-	3%	3%	18%	4%	-	*	10%	16%	20%	8%	9%	9%	5%	7%	9%	12%	9%	7%
	b	xabh xabcgh																							

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 96

Q15. Before you changed to an internet phone were you asked if you....?

Base: All with a VOIP phone

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	382	346	28	201	181	144	37	156	224	100	63	58	202	42	10	122	252	46	82	37	38	32	6	367	15
Weighted Base	352	314	27**	192	160	137*	23**	139*	211	86*	57*	54*	198	23*	12**	53*	288	17*	39*	15**	15**	13**	3**	337	14**
Have a mobile	116	105	7	74	43	38	4	48	68	24	24	20	64	8	6	17	95	5	13	4	6	5	1	116	*
	33%	33%	27%	38%	27%	28%	18%	35%	32%	28%	43%	37%	32%	35%	47%	32%	33%	31%	34%	27%	39%	43%	22%	34%	3%
Are able to make a mobile call from home/ have good mobile coverage	76	65	9	46	30	26	4	37	39	23	16	11	37	2	3	11	64	2	9	3	3	2	1	74	2
	22%	21%	34%	24%	19%	19%	19%	27%	18%	27%	28%	20%	19%	7%	28%	20%	22%	15%	23%	21%	22%	18%	41%	22%	12%
Have any other services connected to a landline e.g. Telecare, burglar alarm	58	55	1	28	30	25	5	25	33	10	7	12	34	2	3	12	44	4	9	3	4	3	1	56	2
	16%	18%	4%	15%	19%	18%	21%	18%	15%	12%	13%	23%	17%	8%	29%	23%	15%	22%	24%	19%	24%	24%	22%	17%	12%
Have a disability and/ or health condition	51	49	2	29	22	17	5	30	20	6	7	15	27	2	3	14	34	3	12	3	3	2	1	50	1
	14%	15%	8%	15%	14%	12%	20%	22%	10%	7%	12%	27%	14%	9%	30%	27%	12%	16%	32%	20%	21%	18%	36%	15%	4%
Have a battery backup	29	21	6	18	11	11	*	15	15	8	6	4	15	-	-	3	26	*	3	1	-	-	-	27	3
	8%	7%	22%	10%	7%	8%	*	11%	7%	9%	10%	7%	7%	-	-	7%	9%	1%	7%	4%	-	-	-	8%	19%
Other	8	8	-	3	4	4	-	4	4	1	2	2	3	1	-	-	8	-	-	-	-	-	-	8	-
	2%	2%	-	2%	3%	3%	-	3%	2%	1%	3%	4%	1%	3%	-	-	3%	-	-	-	-	-	-	2%	-
None of these	146	129	12	90	56	47	9	52	94	39	24	21	87	12	5	19	124	9	12	8	7	7	-	136	9
	41%	41%	45%	47%	35%	35%	38%	37%	45%	45%	42%	39%	44%	53%	42%	35%	43%	53%	30%	52%	43%	52%	-	40%	63%
Don't know	30	30	-	1	29	24	5	11	18	7	-	3	20	1	-	10	20	1	8	2	1	-	1	29	*
	9%	10%	-	*	18%	18%	21%	8%	8%	8%	-	5%	10%	6%	-	18%	7%	4%	21%	11%	8%	-	45%	9%	3%

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 97

Q20. What are the top 3 most important things you would like to know about the new voice over internet protocol (VOIP) service?

- Summary

Base: All not already switched over to VOIP

	Q20. Summary			
	NET: Top three mention	First mention	Second mention	Third mention
Unweighted Base	5758	5758	5758	5758
Weighted Base	5788	5788	5788	5788
Can I keep my current landline phone number	2904 50%	1161 20%	965 17%	779 13%
Do I need to buy another phone	1987 34%	564 10%	729 13%	694 12%
What features does a VOIP phone have? e.g., voicemail, call waiting, last	970 17%	194 3%	324 6%	451 8%
Will my bill increase or decrease	3266 56%	1268 22%	1065 18%	934 16%
How reliable will a VOIP phoneline be	1991 34%	665 11%	676 12%	651 11%
Will I be able to use the phone in a powercut	2388 41%	945 16%	718 12%	726 13%
Who will help set up my new phone system in home	1403 24%	385 7%	469 8%	549 9%
Will I lose my phone service while the switchover is taking place	991 17%	247 4%	347 6%	396 7%
When an engineer comes will I be given an accurate time e.g., 2-hour timeslot, am or pm or what day	846 15%	188 3%	282 5%	376 6%
Can I make international calls on a VOIP phone	394 7%	121 2%	133 2%	140 2%

prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 98

Q20. What are the top 3 most important things you would like to know about the new voice over internet protocol (VOIP) service?

- NET: Top three mention

Base: All not already switched over to VOIP

	Total (x)	Age								Region												ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)
Unweighted Base	5758	1231	1711	2816	472	759	810	901	1022	1794	748	687	739	3584	184	444	367	397	290	402	569	592	339	3202	2556
Weighted Base	5788	1007	1768	3014	478	529	716	1052	1115	1898	454	171	349	4815	235	633	471	408	405	632	693	811	526	3268	2520
Will my bill increase or decrease	3266	590	1121	1556	286	304	464	657	633	923	233	100	191	2743	134	357	274	247	241	355	355	478	303	1793	1473
	56%	59%	63%	52%	60%	58%	65%	62%	57%	49%	51%	59%	55%	57%	57%	56%	58%	61%	60%	56%	51%	59%	58%	55%	58%
	cijtAC	ci	xacehi	i	ci	ci	xacehi	xchi	ci			jt		jt				jt	jt			jt		C	xAC
Can I keep my current landline phone number	2904	458	819	1627	213	246	302	517	582	1045	233	79	168	2424	132	298	237	222	239	319	307	409	261	1598	1306
	50%	45%	46%	54%	44%	46%	42%	49%	52%	55%	51%	46%	48%	50%	56%	47%	50%	54%	59%	51%	44%	50%	50%	49%	52%
	abdfD		f	xabdefg				bf	abdef	xabdefg	t			t	kt			kt	klmnopstuv						D
Will I be able to use the phone in a powercut	2388	345	755	1289	162	183	273	482	495	793	209	85	178	1917	89	243	161	132	150	287	274	348	233	1336	1053
	41%	34%	43%	43%	34%	35%	38%	46%	44%	42%	46%	50%	51%	40%	38%	38%	34%	32%	37%	45%	40%	43%	44%	41%	42%
	adempq		adef	ade				xabdef	adef	ade	xmopqrt	xmnopqrt	xmnopqrt	pq					mpqr	q	pq	pq			
How reliable will a VOIP phoneline be	1991	310	632	1049	142	168	246	386	421	628	164	66	130	1632	93	224	167	126	127	207	224	286	177	1174	817
	34%	31%	36%	35%	30%	32%	34%	37%	38%	33%	36%	39%	37%	34%	40%	35%	35%	31%	31%	33%	32%	35%	34%	36%	32%
	aBF		ad	ai				ad	xadei			q													xBF
Do I need to buy another phone	1987	333	648	1006	150	182	258	390	426	580	167	51	124	1645	82	200	162	142	153	224	214	288	181	1130	856
	34%	33%	37%	33%	31%	34%	36%	37%	38%	31%	37%	30%	36%	34%	35%	32%	34%	35%	38%	35%	31%	36%	34%	35%	34%
	iC		i	i			i	i	xacdi		k														C
Who will help set up my new phone system in home	1403	212	336	855	102	110	151	186	274	580	120	43	78	1162	58	164	111	109	85	138	183	176	139	765	639
	24%	21%	19%	28%	21%	21%	21%	18%	25%	31%	27%	25%	22%	24%	25%	26%	24%	27%	21%	22%	26%	22%	26%	23%	25%
	abeg			xabdefgh				bg	xabcdefgh																
Will I lose my phone service while the switchover is taking place	991	251	314	425	115	137	124	190	155	271	70	31	48	843	25	127	84	79	55	98	175	115	84	611	379
	17%	25%	18%	14%	24%	26%	17%	18%	14%	14%	15%	18%	14%	17%	11%	20%	18%	19%	14%	16%	25%	14%	16%	19%	15%
	chinBF	xbcfghi	chi		xbcfghi	xbcfghi		chi				n		nu		lnru		n			xjklmnpusv				xBEF
What features does a VOIP phone have? e.g., voicemail, call waiting, last	970	208	272	489	111	97	130	143	168	321	67	24	64	815	43	110	81	64	63	103	121	150	80	586	384
	17%	21%	15%	16%	23%	18%	18%	14%	15%	17%	15%	14%	18%	17%	18%	17%	17%	16%	16%	16%	18%	18%	15%	18%	15%
	gBF	xbceghi			xbcgghi	g	bg																		xBF
When an engineer comes will I be given an accurate time e.g., 2-hour timeslot, am or pm or what day	846	157	285	404	74	83	124	161	155	249	60	22	43	720	25	115	56	63	61	94	121	112	74	454	392
	15%	16%	16%	13%	15%	16%	17%	15%	14%	13%	13%	13%	12%	15%	11%	18%	12%	15%	15%	15%	17%	14%	14%	14%	16%
	c		ci				ci									xlnp					np				
Can I make international calls on a VOIP phone	394	157	118	119	81	76	77	41	32	87	21	10	18	344	16	44	38	33	23	41	80	48	21	270	123
	7%	16%	7%	4%	17%	14%	11%	4%	3%	5%	5%	6%	5%	7%	7%	7%	8%	8%	6%	7%	11%	6%	4%	8%	5%
	cghijBEF	xbcfghi	cghi		xbcfghi	xbcgghi	xbcgghi							ju			v	ju			xjklmorsuv				xBDEF

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 99

Q20. What are the top 3 most important things you would like to know about the new voice over internet protocol (VOIP) service?

- NET: Top three mention

Base: All not already switched over to VOIP

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)	
Unweighted Base	5758	5143	564	3542	2216	1762	454	2362	3355	1382	1162	812	3065	587	146	1716	3906	659	1146	471	511	457	54	4314	1444	
Weighted Base	5788	5273	464	3639	2150	1832	318	2244	3516	1380	1095	815	3168	293	154	714	4914	244	500	195	211	180	30*	4388	1400	
Will my bill increase or decrease	3266	2980	255	2173	1093	897	197	1202	2056	713	661	454	1836	159	68	405	2763	148	270	113	118	104	13	2312	954	
	56%	57%	55%	60%	51%	49%	62%	54%	58%	52%	60%	56%	58%	54%	44%	57%	56%	61%	54%	58%	56%	58%	45%	53%	68%	
				xde	e		de		xg		xi		xi	n		r		or							xy	
Can I keep my current landline phone number	2904	2673	210	1718	1186	1023	163	1082	1804	692	472	378	1653	151	79	391	2443	135	282	105	121	98	23	2125	779	
	50%	51%	45%	47%	55%	56%	51%	48%	51%	50%	43%	46%	52%	52%	51%	55%	50%	55%	56%	54%	57%	54%	75%	48%	56%	
		bcgjy	b		xc	xc				j		xjk			xp		xp	xp		xu		xtu			xy	
Will I be able to use the phone in a powercut	2388	2217	152	1473	915	778	137	838	1544	564	416	379	1309	116	90	290	2041	95	215	80	92	80	12	1937	451	
	41%	42%	33%	40%	43%	42%	43%	37%	44%	41%	38%	46%	41%	40%	58%	41%	42%	39%	43%	41%	44%	45%	39%	44%	32%	
		bgjz	xb						xg			xijl			xm			o							xz	
How reliable will a VOIP phoneline be	1991	1839	135	1281	710	625	85	752	1233	427	358	256	1167	100	60	245	1682	87	174	59	68	60	8	1576	415	
	34%	35%	29%	35%	33%	34%	27%	34%	35%	31%	33%	31%	37%	34%	39%	34%	34%	36%	35%	30%	32%	33%	25%	36%	30%	
		bfiz	b	f	f	f						xijk													xz	
Do I need to buy another phone	1987	1843	129	1284	703	599	104	759	1220	467	361	271	1103	102	63	223	1704	76	150	69	69	58	11	1465	522	
	34%	35%	28%	35%	33%	33%	33%	34%	35%	34%	33%	33%	35%	35%	41%	31%	35%	31%	30%	35%	33%	32%	37%	33%	37%	
		bory	xb														or		r						xy	
Who will help set up my new phone system in home	1403	1276	116	775	628	557	71	590	807	376	229	228	697	77	42	154	1211	46	109	49	46	41	5	1104	300	
	24%	24%	25%	21%	29%	30%	22%	26%	23%	27%	21%	28%	22%	26%	27%	22%	25%	19%	22%	25%	22%	23%	15%	25%	21%	
		chjloqrz		xcf	xcdf		xh			xjl		xjl					oq		q						xz	
Will I lose my phone service while the switchover is taking place	991	856	127	675	316	254	62	431	558	211	260	140	523	50	19	115	848	45	72	28	30	26	4	768	223	
	17%	16%	27%	19%	15%	14%	19%	19%	16%	15%	24%	17%	17%	17%	12%	16%	17%	18%	14%	14%	14%	14%	14%	14%	17%	16%
		adehr	xa	xde		de	xh				xikl					r	r	r								
What features does a VOIP phone have? e.g., voicemail, call waiting, last	970	848	109	628	341	294	48	421	546	236	209	149	522	46	21	120	817	40	83	38	40	35	5	790	179	
	17%	16%	23%	17%	16%	16%	15%	19%	16%	17%	19%	18%	16%	16%	14%	17%	17%	16%	17%	20%	19%	19%	18%	18%	13%	
		ahz	xa				xh																		xz	
When an engineer comes will I be given an accurate time e.g., 2-hour timeslot, am or pm or what day	846	765	75	576	270	221	49	360	482	232	186	120	428	48	11	110	721	39	81	30	38	34	5	659	187	
	15%	15%	16%	16%	13%	12%	15%	16%	14%	17%	17%	15%	14%	16%	7%	15%	15%	16%	16%	15%	18%	19%	15%	15%	13%	
		deln		xde			xh			xl	xl			n							x	x				
Can I make international calls on a VOIP phone	394	303	86	310	83	67	17	214	176	97	132	57	173	15	5	31	351	16	16	6	6	5	1	309	85	
	7%	6%	18%	9%	4%	4%	5%	10%	5%	7%	12%	7%	5%	5%	3%	4%	7%	7%	3%	3%	3%	3%	4%	7%	6%	
		adehlorstu	xa	xde			xh				xikl					r	ors	ors								

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 100

Q20. What are the top 3 most important things you would like to know about the new voice over internet protocol (VOIP) service?

- First mention

Base: All not already switched over to VOIP

	Total (x)	Age								Region												ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)
Unweighted Base	5758	1231	1711	2816	472	759	810	901	1022	1794	748	687	739	3584	184	444	367	397	290	402	569	592	339	3202	2556
Weighted Base	5788	1007	1768	3014	478	529	716	1052	1115	1898	454	171	349	4815	235	633	471	408	405	632	693	811	526	3268	2520
Will my bill increase or decrease	1268	262	478	528	142	120	202	276	227	301	86	37	69	1075	42	147	98	100	97	131	164	204	91	695	573
	22%	26%	27%	18%	30%	23%	28%	26%	20%	16%	19%	22%	20%	22%	18%	23%	21%	25%	24%	21%	24%	25%	17%	21%	23%
	ci	xcehi	xchi	i	xcehi	ci	xcehi	xchi	ci				v				v		v		ju				
Can I keep my current landline phone number	1161	144	314	702	59	85	108	206	213	489	100	27	52	981	48	124	100	95	106	134	115	152	106	620	541
	20%	14%	18%	23%	12%	16%	15%	20%	19%	26%	22%	16%	15%	20%	20%	20%	21%	23%	26%	21%	17%	19%	20%	19%	21%
	abdefltD		adf	xabdefh		a		adf	ad	xabcdefgh	kl			lt			l	kl	xklmtu	l					xD
Will I be able to use the phone in a powercut	945	109	303	532	48	61	102	201	222	310	85	37	71	752	27	87	69	49	59	136	97	126	103	521	423
	16%	11%	17%	18%	10%	12%	14%	19%	20%	16%	19%	21%	20%	16%	11%	14%	15%	12%	14%	21%	14%	16%	20%	16%	17%
	ademq		adef	xadei				xadef	xadef	ade	noqt	xmnopqr	xmnoqt						xmnopqr				noqt		
How reliable will a VOIP phoneline be	665	109	206	350	49	61	82	123	135	215	52	20	57	536	36	80	58	48	42	48	69	94	60	416	248
	11%	11%	12%	12%	10%	11%	12%	12%	12%	11%	11%	12%	16%	11%	15%	13%	12%	12%	10%	8%	10%	12%	11%	13%	10%
	sBF												xjmrstu	s	s	s	s								xBF
Do I need to buy another phone	564	95	178	290	44	52	92	86	123	167	43	16	31	474	19	56	51	36	34	61	66	92	58	325	238
	10%	9%	10%	10%	9%	10%	13%	8%	11%	9%	10%	9%	9%	10%	8%	9%	11%	9%	8%	10%	10%	11%	11%	10%	9%
			g				xabcgi																		
Who will help set up my new phone system in home	385	59	79	247	27	32	27	53	65	182	32	13	21	319	28	41	27	23	20	46	47	45	42	223	162
	7%	6%	4%	8%	6%	6%	4%	5%	6%	10%	7%	8%	6%	7%	12%	7%	6%	6%	5%	7%	7%	6%	8%	7%	6%
	bf			xabfgh						xabcdefgh															
Will I lose my phone service while the switchover is taking place	247	73	71	103	28	45	32	40	36	67	16	7	16	209	8	28	20	17	15	25	48	26	21	150	98
	4%	7%	4%	3%	6%	9%	4%	4%	3%	4%	4%	4%	5%	4%	4%	4%	4%	4%	4%	4%	7%	3%	4%	5%	4%
	c	xbcfghi			c	xabcfghi																			
What features does a VOIP phone have? e.g., voicemail, call waiting, last	194	59	45	90	38	22	30	16	41	48	14	5	13	163	16	25	12	15	14	18	23	25	15	128	67
	3%	6%	3%	3%	8%	4%	4%	2%	4%	3%	3%	3%	4%	3%	7%	4%	2%	4%	3%	3%	3%	3%	3%	4%	3%
	giB	xbceghi	g	g	xbcefghi	g	bg		g					xjimpsuv											xB
When an engineer comes will I be given an accurate time e.g., 2-hour timeslot, am or pm or what day	188	43	59	86	19	24	24	35	40	46	14	7	8	159	5	32	8	11	13	18	35	21	15	83	105
	3%	4%	3%	3%	4%	4%	3%	3%	4%	2%	3%	4%	2%	3%	2%	5%	2%	3%	3%	3%	5%	3%	3%	3%	4%
	iA	i			i							p				xmp					xmpu				xACD
Can I make international calls on a VOIP phone	121	53	34	34	25	28	19	16	11	23	9	2	10	101	2	9	16	13	2	11	24	18	6	86	36
	2%	5%	2%	1%	5%	5%	3%	1%	1%	1%	2%	1%	3%	2%	1%	1%	3%	3%	1%	2%	3%	2%	1%	3%	1%
	chiB	xbcfghi			xbcfghi	xbcfghi	chi						r				r	r			xmr				xBDE

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 101

Q20. What are the top 3 most important things you would like to know about the new voice over internet protocol (VOIP) service?

- First mention

Base: All not already switched over to VOIP

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	5758	5143	564	3542	2216	1762	454	2362	3355	1382	1162	812	3065	587	146	1716	3906	659	1146	471	511	457	54	4314	1444
Weighted Base	5788	5273	464	3639	2150	1832	318	2244	3516	1380	1095	815	3168	293	154	714	4914	244	500	195	211	180	30*	4388	1400
Will my bill increase or decrease	1268	1129	125	910	358	278	80	528	739	254	275	179	730	62	22	145	1077	66	91	41	46	43	4	866	402
	22%	21%	27%	25%	17%	15%	25%	24%	21%	18%	25%	22%	23%	21%	14%	20%	22%	27%	18%	21%	22%	24%	12%	20%	29%
			adeinry	x	e		de	x			xi		i			r	r	xoprs				t			xy
Can I keep my current landline phone number	1161	1077	74	647	514	446	67	442	705	310	193	140	631	66	32	165	966	46	122	47	45	31	15	843	317
	20%	20%	16%	18%	24%	24%	21%	20%	20%	22%	18%	17%	20%	22%	21%	23%	20%	19%	24%	24%	22%	17%	49%	19%	23%
		bcy	b		xc	xc				xjk						xpq		xpq	xpq		u		x	xy	xy
Will I be able to use the phone in a powercut	945	896	39	567	377	324	54	290	654	210	156	166	531	41	44	117	812	41	87	34	43	38	5	800	145
	16%	17%	8%	16%	18%	18%	17%	13%	19%	15%	14%	20%	17%	14%	28%	16%	17%	17%	17%	17%	20%	21%	16%	18%	10%
		bgz	xb						xg			xijl			xm						x	x		xz	xz
How reliable will a VOIP phoneline be	665	615	44	410	255	229	25	242	420	146	120	74	386	37	14	76	563	19	59	18	19	17	2	537	128
	11%	12%	10%	11%	12%	13%	8%	11%	12%	11%	11%	9%	12%	13%	9%	11%	11%	8%	12%	9%	9%	9%	7%	12%	9%
		qz			f	f						k				q	q		oq					xz	xz
Do I need to buy another phone	564	515	41	352	211	186	26	203	361	129	96	83	312	26	17	54	491	19	36	15	15	15	-	408	155
	10%	10%	9%	10%	10%	10%	8%	9%	10%	9%	9%	10%	10%	9%	11%	8%	10%	8%	7%	8%	7%	8%	-	9%	11%
		orv															or				v	tv			
Who will help set up my new phone system in home	385	359	23	196	189	166	23	165	218	123	46	57	186	21	10	52	325	14	38	15	16	14	2	297	88
	7%	7%	5%	5%	9%	9%	7%	7%	6%	9%	4%	7%	6%	7%	7%	7%	7%	6%	8%	8%	8%	8%	7%	7%	6%
		cjl			xc	xc				xjl		j	j												
Will I lose my phone service while the switchover is taking place	247	207	41	184	64	52	12	110	137	56	67	39	124	11	5	29	211	13	17	7	8	7	1	200	47
	4%	4%	9%	5%	3%	3%	4%	5%	4%	4%	6%	5%	4%	4%	3%	4%	4%	5%	3%	4%	4%	4%	3%	5%	3%
		ade	xa	xde							xl					r		r							
What features does a VOIP phone have? e.g., voicemail, call waiting, last	194	163	28	137	57	47	9	99	96	45	42	28	101	8	6	26	163	12	15	10	10	9	1	164	30
	3%	3%	6%	4%	3%	3%	3%	4%	3%	3%	4%	3%	3%	3%	4%	4%	3%	5%	3%	5%	5%	5%	3%	4%	2%
		ahz	xa					xh										xr		r					xz
When an engineer comes will I be given an accurate time e.g., 2-hour timeslot, am or pm or what day	188	170	18	136	52	40	12	82	105	45	51	30	99	12	2	25	162	10	18	5	8	7	1	145	43
	3%	3%	4%	4%	2%	2%	4%	4%	3%	3%	5%	4%	3%	4%	1%	4%	3%	4%	4%	3%	4%	4%	2%	3%	3%
		de		xde							xl														
Can I make international calls on a VOIP phone	121	92	29	93	28	21	6	63	56	36	48	16	47	6	3	10	109	4	3	2	*	*	-	101	20
	2%	2%	6%	3%	1%	1%	2%	3%	2%	3%	4%	2%	1%	2%	2%	1%	2%	2%	1%	1%	*	*	-	2%	1%
		adehlortu	xa	xde				xh		l	xikl					r	r	r							

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 102

Q20. What are the top 3 most important things you would like to know about the new voice over internet protocol (VOIP) service?

- Second mention

Base: All not already switched over to VOIP

	Total (x)	Age								Region												ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)
Unweighted Base	5758	1231	1711	2816	472	759	810	901	1022	1794	748	687	739	3584	184	444	367	397	290	402	569	592	339	3202	2556
Weighted Base	5788	1007	1768	3014	478	529	716	1052	1115	1898	454	171	349	4815	235	633	471	408	405	632	693	811	526	3268	2520
Will my bill increase or decrease	1065	181	336	548	83	98	146	190	225	324	78	34	52	900	49	99	109	70	75	112	112	157	117	582	483
	18%	18%	19%	18%	17%	18%	20%	18%	20%	17%	17%	20%	15%	19%	21%	16%	23%	17%	18%	18%	16%	19%	22%	18%	19%
																	xjlmot						lot		
Can I keep my current landline phone number	965	171	265	529	76	95	101	164	199	330	70	27	60	808	42	100	75	68	75	123	102	139	84	541	423
	17%	17%	15%	18%	16%	18%	14%	16%	18%	17%	15%	16%	17%	17%	18%	16%	16%	17%	19%	19%	15%	17%	16%	17%	17%
Do I need to buy another phone	729	125	259	345	55	71	101	159	133	212	58	19	62	591	29	73	55	55	68	64	78	102	67	421	309
	13%	12%	15%	11%	11%	13%	14%	15%	12%	11%	13%	11%	18%	12%	13%	11%	12%	13%	17%	10%	11%	13%	13%	13%	12%
			c					xc					xkmpostu						xmst						
Will I be able to use the phone in a powercut	718	114	230	374	54	61	90	140	136	238	74	24	53	567	38	84	36	44	43	84	79	101	57	409	309
	12%	11%	13%	12%	11%	11%	13%	13%	12%	13%	16%	14%	15%	12%	16%	13%	8%	11%	11%	13%	11%	12%	11%	13%	12%
			mp								xmpqrvtv	p	p	p	p	p				p		p			
How reliable will a VOIP phoneline be	676	97	218	360	45	52	76	142	159	201	55	23	42	556	29	65	56	40	42	82	64	97	81	374	301
	12%	10%	12%	12%	10%	10%	11%	14%	14%	11%	12%	13%	12%	12%	13%	10%	12%	10%	10%	13%	9%	12%	15%	11%	12%
			a					a	xacdei														xmoqt		
Who will help set up my new phone system in home	469	76	109	285	40	36	42	66	92	194	44	13	27	385	11	59	36	38	34	48	70	63	26	262	208
	8%	7%	6%	9%	8%	7%	6%	6%	8%	10%	10%	8%	8%	8%	5%	9%	8%	9%	8%	8%	10%	8%	5%	8%	8%
			bfv							xabefg	v			v		v		v			nv				
Will I lose my phone service while the switchover is taking place	347	82	110	155	40	42	38	72	49	106	22	13	14	298	5	50	29	38	18	27	62	48	21	213	134
	6%	8%	6%	5%	8%	8%	5%	7%	4%	6%	5%	7%	4%	6%	2%	8%	6%	9%	4%	4%	9%	6%	4%	7%	5%
			chn					ch	xch				Inv			lnsv		xjlmnrsv			xjlmnrsv				
What features does a VOIP phone have? e.g., voicemail, call waiting, last	324	62	95	167	36	26	39	56	54	113	19	8	14	284	12	45	25	28	17	39	51	45	24	183	141
	6%	6%	5%	6%	7%	5%	5%	5%	5%	6%	4%	5%	4%	6%	5%	7%	5%	7%	4%	6%	7%	6%	5%	6%	6%
			e																		j				
When an engineer comes will I be given an accurate time e.g., 2-hour timeslot, am or pm or what day	282	44	98	140	23	21	48	50	57	82	19	7	17	238	11	37	22	15	16	32	37	41	28	162	120
	5%	4%	6%	5%	5%	4%	7%	5%	5%	4%	4%	4%	5%	5%	5%	6%	5%	4%	4%	5%	5%	5%	5%	5%	5%
							xei																		
Can I make international calls on a VOIP phone	133	56	46	31	28	28	35	11	10	20	7	2	6	118	4	16	12	9	10	13	29	11	13	89	44
	2%	6%	3%	1%	6%	5%	5%	1%	1%	1%	1%	1%	2%	2%	2%	2%	3%	2%	2%	2%	4%	1%	2%	3%	2%
			cghiB				xbcg	ghi													xjkm			BD	

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 103

Q20. What are the top 3 most important things you would like to know about the new voice over internet protocol (VOIP) service?

- Second mention

Base: All not already switched over to VOIP

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	5758	5143	564	3542	2216	1762	454	2362	3355	1382	1162	812	3065	587	146	1716	3906	659	1146	471	511	457	54	4314	1444
Weighted Base	5788	5273	464	3639	2150	1832	318	2244	3516	1380	1095	815	3168	293	154	714	4914	244	500	195	211	180	30*	4388	1400
Will my bill increase or decrease	1065	986	68	679	385	320	66	377	684	234	223	156	589	54	25	134	902	44	94	38	43	35	8	757	307
	18%	19%	15%	19%	18%	17%	21%	17%	19%	17%	20%	19%	19%	18%	16%	19%	18%	18%	19%	20%	20%	20%	25%	17%	22%
	bgj	b							xg																xy
Can I keep my current landline phone number	965	880	77	580	385	335	50	370	591	217	141	126	566	43	27	123	817	48	81	31	35	30	5	698	266
	17%	17%	17%	16%	18%	18%	16%	16%	17%	16%	13%	15%	18%	15%	17%	17%	17%	20%	16%	16%	17%	17%	16%	16%	19%
	ij											xj						r							xy
Do I need to buy another phone	729	687	39	477	253	211	41	274	452	177	143	95	405	34	24	87	628	29	62	25	25	18	6	534	196
	13%	13%	8%	13%	12%	12%	13%	12%	13%	13%	13%	12%	13%	12%	16%	12%	13%	12%	12%	13%	12%	10%	21%	12%	14%
	b	xb																			u		tu		
Will I be able to use the phone in a powercut	718	660	49	449	269	228	41	278	436	160	142	115	386	45	27	81	607	22	61	24	24	22	2	570	148
	12%	13%	11%	12%	13%	12%	13%	12%	12%	12%	13%	14%	12%	15%	18%	11%	12%	9%	12%	12%	12%	12%	8%	13%	11%
	qz															q	q		q						
How reliable will a VOIP phoneline be	676	628	43	449	226	198	29	241	433	146	120	90	403	30	23	84	571	36	55	24	25	23	2	545	131
	12%	12%	9%	12%	11%	11%	9%	11%	12%	11%	11%	11%	13%	10%	15%	12%	12%	15%	11%	12%	12%	13%	8%	12%	9%
	z											x						xor							xz
Who will help set up my new phone system in home	469	420	45	273	197	181	16	185	283	133	75	71	227	33	11	47	411	13	32	16	13	12	1	378	92
	8%	8%	10%	7%	9%	10%	5%	8%	8%	10%	7%	9%	7%	11%	7%	7%	8%	5%	6%	8%	6%	7%	4%	9%	7%
	loqrz				f	xcf				jl				x		q									z
Will I lose my phone service while the switchover is taking place	347	298	46	225	122	99	23	150	196	74	81	49	190	17	6	44	293	16	31	8	12	11	1	275	72
	6%	6%	10%	6%	6%	5%	7%	7%	6%	5%	7%	6%	6%	6%	4%	6%	6%	6%	6%	4%	6%	6%	2%	6%	5%
	a		xa																						
What features does a VOIP phone have? e.g., voicemail, call waiting, last	324	289	35	206	118	101	17	146	178	83	64	48	173	14	5	47	270	15	35	10	14	11	3	258	66
	6%	5%	7%	6%	6%	6%	6%	6%	5%	6%	6%	6%	5%	5%	3%	7%	5%	6%	7%	5%	7%	6%	10%	6%	5%
																			x						
When an engineer comes will I be given an accurate time e.g., 2-hour timeslot, am or pm or what day	282	247	31	181	100	77	23	121	160	91	57	34	138	14	4	40	237	13	30	15	16	14	2	217	64
	5%	5%	7%	5%	5%	4%	7%	5%	5%	7%	5%	4%	4%	5%	3%	6%	5%	5%	6%	8%	7%	8%	6%	5%	5%
							de			xl										xp	x	x			
Can I make international calls on a VOIP phone	133	99	31	112	21	18	4	73	60	22	49	27	57	5	1	8	119	6	5	2	3	3	-	112	21
	2%	2%	7%	3%	1%	1%	1%	3%	2%	2%	4%	3%	2%	2%	1%	1%	2%	2%	1%	1%	1%	2%	-	3%	2%
	adehlor		xa	xde				xh			xil	il					or	or							

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 104

Q20. What are the top 3 most important things you would like to know about the new voice over internet protocol (VOIP) service?

- Third mention

Base: All not already switched over to VOIP

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	5758	1231	1711	2816	472	759	810	901	1022	1794	748	687	739	3584	184	444	367	397	290	402	569	592	339	3202	2556
Weighted Base	5788	1007	1768	3014	478	529	716	1052	1115	1898	454	171	349	4815	235	633	471	408	405	632	693	811	526	3268	2520
Will my bill increase or decrease	934	147	307	480	61	86	116	191	181	298	68	29	69	768	42	111	66	77	69	112	79	117	94	517	417
	16%	15%	17%	16%	13%	16%	16%	18%	16%	16%	15%	17%	20%	16%	18%	18%	14%	19%	17%	18%	11%	14%	18%	16%	17%
	tC		d					d				t	tu	t	t		t	t	t				t	C	
Can I keep my current landline phone number	779	143	240	395	78	65	93	147	169	227	63	25	56	635	41	74	62	59	58	62	89	118	71	437	342
	13%	14%	14%	13%	16%	12%	13%	14%	15%	12%	14%	15%	16%	13%	18%	12%	13%	14%	14%	10%	13%	15%	13%	13%	14%
	s	e		i	i				i				s	s								s			
Will I be able to use the phone in a powercut	726	122	222	382	60	62	81	141	137	245	50	24	54	598	24	73	55	39	47	68	99	121	73	406	320
	13%	12%	13%	13%	13%	12%	11%	13%	12%	13%	11%	14%	15%	12%	10%	11%	12%	9%	12%	11%	14%	15%	14%	12%	13%
													q								q	q			
Do I need to buy another phone	694	112	211	371	52	60	65	145	169	201	65	16	32	580	34	71	56	51	50	100	70	94	55	384	310
	12%	11%	12%	12%	11%	11%	9%	14%	15%	11%	14%	9%	9%	12%	14%	11%	12%	12%	12%	16%	10%	12%	11%	12%	12%
	f		f	fi				bfi	xabcfi		klt									xklmt					
How reliable will a VOIP phoneline be	651	104	209	338	48	56	88	121	127	212	57	24	30	540	28	80	53	38	43	78	91	95	35	383	268
	11%	10%	12%	11%	10%	11%	12%	11%	11%	11%	12%	14%	9%	11%	12%	13%	11%	9%	11%	12%	13%	12%	7%	12%	11%
	v										v	lv		v	v				v	v	v				
Who will help set up my new phone system in home	549	78	148	323	35	43	82	67	118	205	44	17	30	458	18	63	48	48	31	44	66	69	70	280	269
	9%	8%	8%	11%	7%	8%	11%	6%	11%	11%	10%	10%	9%	10%	8%	10%	10%	12%	8%	7%	10%	8%	13%	9%	11%
	agA		g	xabg			abg		g	abg								s					xmrsu		xA
What features does a VOIP phone have? e.g., voicemail, call waiting, last	451	86	132	233	37	49	61	71	73	160	34	11	37	368	15	41	45	20	32	47	48	80	41	275	176
	8%	9%	7%	8%	8%	9%	9%	7%	7%	8%	7%	7%	11%	8%	6%	6%	9%	5%	8%	7%	7%	10%	8%	8%	7%
	qF												xoq	q			q					q		F	
Will I lose my phone service while the switchover is taking place	396	97	132	167	48	50	55	78	70	97	31	12	17	336	12	49	35	24	22	47	65	41	42	249	148
	7%	10%	7%	6%	10%	9%	8%	7%	6%	5%	7%	7%	5%	7%	5%	8%	7%	6%	5%	7%	9%	5%	8%	8%	6%
	ciB	xchi	ci		xchi	xchi	i														xlmu			xB	
When an engineer comes will I be given an accurate time e.g., 2-hour timeslot, am or pm or what day	376	70	128	178	31	39	52	76	57	120	27	7	18	323	9	46	26	37	32	43	49	50	31	209	167
	6%	7%	7%	6%	6%	7%	7%	7%	5%	6%	6%	4%	5%	7%	4%	7%	5%	9%	8%	7%	7%	6%	6%	6%	7%
																		kn							
Can I make international calls on a VOIP phone	140	48	37	55	28	20	23	14	11	43	5	6	2	126	9	19	10	12	11	17	27	19	2	95	44
	2%	5%	2%	2%	6%	4%	3%	1%	1%	2%	1%	4%	1%	3%	4%	3%	2%	3%	3%	3%	4%	2%	*	3%	2%
	chjlvB	xbceghi	g	h	xbcgghi	xbcggh	bgh			ch		jlv		lv	jlv	lv		lv	v	v	xjlv	v		xB	

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 105

Q20. What are the top 3 most important things you would like to know about the new voice over internet protocol (VOIP) service?

- Third mention

Base: All not already switched over to VOIP

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	5758	5143	564	3542	2216	1762	454	2362	3355	1382	1162	812	3065	587	146	1716	3906	659	1146	471	511	457	54	4314	1444
Weighted Base	5788	5273	464	3639	2150	1832	318	2244	3516	1380	1095	815	3168	293	154	714	4914	244	500	195	211	180	30*	4388	1400
Will my bill increase or decrease	934	864	61	584	350	299	51	297	634	225	164	118	517	44	21	125	784	37	85	34	29	26	2	689	245
	16%	16%	13%	16%	16%	16%	16%	13%	18%	16%	15%	15%	16%	15%	14%	18%	16%	15%	17%	17%	14%	15%	7%	16%	18%
									g																
Can I keep my current landline phone number	779	716	58	492	287	241	46	271	508	164	138	113	456	42	21	103	660	41	79	27	40	37	3	583	196
	13%	14%	12%	14%	13%	13%	15%	12%	14%	12%	13%	14%	14%	14%	13%	14%	13%	17%	16%	14%	19%	20%	10%	13%	14%
									g									x	xo		x	x			
Will I be able to use the phone in a powercut	726	661	63	457	269	226	43	270	454	194	118	98	392	30	18	92	623	32	66	22	25	20	5	568	158
	13%	13%	14%	13%	13%	12%	14%	12%	13%	14%	11%	12%	12%	10%	12%	13%	13%	13%	13%	11%	12%	11%	15%	13%	11%
										j															
Do I need to buy another phone	694	641	49	455	239	202	37	282	408	161	122	93	387	41	22	82	585	28	52	30	30	25	5	522	171
	12%	12%	10%	12%	11%	11%	12%	13%	12%	12%	11%	11%	12%	14%	15%	11%	12%	11%	10%	15%	14%	14%	17%	12%	12%
																				or					
How reliable will a VOIP phoneline be	651	596	47	422	229	198	31	269	379	136	118	92	378	33	23	85	548	32	60	17	23	20	3	495	156
	11%	11%	10%	12%	11%	11%	10%	12%	11%	10%	11%	11%	12%	11%	15%	12%	11%	13%	12%	9%	11%	11%	10%	11%	11%
																s		s	s						
Who will help set up my new phone system in home	549	497	48	306	243	211	32	240	306	120	108	100	285	23	22	55	475	19	38	18	16	15	1	429	120
	9%	9%	10%	8%	11%	12%	10%	11%	9%	9%	10%	12%	9%	8%	14%	8%	10%	8%	8%	9%	8%	8%	4%	10%	9%
								xh				xil													
What features does a VOIP phone have? e.g., voicemail, call waiting, last	451	396	46	285	166	146	21	176	273	109	102	73	248	23	10	47	384	13	33	18	16	15	2	368	83
	8%	8%	10%	8%	8%	8%	6%	8%	8%	8%	9%	9%	8%	8%	7%	7%	8%	5%	7%	9%	8%	8%	5%	8%	6%
																	q			oqr					xz
Will I lose my phone service while the switchover is taking place	396	351	40	266	130	103	27	171	226	81	112	52	209	22	8	41	344	16	24	12	11	8	3	292	104
	7%	7%	9%	7%	6%	6%	9%	8%	6%	6%	10%	6%	7%	8%	5%	6%	7%	7%	5%	6%	5%	5%	9%	7%	7%
											xikl					r	r								
When an engineer comes will I be given an accurate time e.g., 2-hour timeslot, am or pm or what day	376	349	25	258	118	105	13	158	216	97	78	56	192	22	5	44	322	16	33	9	15	13	2	297	79
	6%	7%	5%	7%	5%	6%	4%	7%	6%	7%	7%	7%	6%	8%	3%	6%	7%	7%	7%	5%	7%	7%	8%	7%	6%
				d																					
Can I make international calls on a VOIP phone	140	112	26	105	34	27	7	79	60	40	34	15	68	4	*	13	124	6	8	2	3	2	1	96	43
	2%	2%	6%	3%	2%	1%	2%	4%	2%	3%	3%	2%	2%	2%	*	2%	3%	3%	2%	1%	1%	1%	4%	2%	3%
				xde				xh																	

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 106

Q21. How many power cuts have you experienced in the last 2 years?

Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
None	1921	349	553	1019	148	201	247	307	366	653	145	39	77	1660	85	321	151	133	113	193	295	221	148	1013	908
	31%	33%	30%	32%	30%	36%	33%	27%	31%	32%	30%	21%	21%	33%	35%	47%	31%	31%	26%	29%	40%	26%	27%	29%	34%
gkluAC		g			xabcg	bg				g	kl			xklruv	klu	xlmnpqrst	kl	kl		kl	jkImpqrsuv				xACD
NET: Any	4219	705	1307	2207	348	357	498	809	813	1394	345	146	291	3437	161	355	340	297	317	482	442	639	404	2487	1732
	69%	67%	70%	68%	70%	64%	67%	73%	69%	68%	70%	79%	79%	67%	65%	53%	69%	69%	74%	71%	60%	74%	73%	71%	66%
emotBF		e	ef	e				xaeFi			ot	xjmnopqs;jmnopqs	ot	o		ot	ot	mot	ot	o	xmnot	mot		xBEF	
One	1548	267	504	778	126	140	206	297	281	497	129	42	71	1307	62	166	124	119	124	142	210	227	134	883	665
	25%	25%	27%	24%	25%	25%	28%	27%	24%	24%	26%	23%	19%	26%	25%	25%	25%	28%	29%	21%	28%	26%	24%	25%	25%
l											l			ls				ls	ls		ls	l			
Two	1202	235	370	597	113	122	141	229	220	377	77	37	71	1016	62	106	80	100	95	142	128	190	112	706	496
	20%	22%	20%	19%	23%	22%	19%	20%	19%	18%	16%	20%	19%	20%	25%	16%	16%	23%	22%	21%	17%	22%	20%	20%	19%
jo		xci												jo	jopt			jopt	jo	j		jo			
Three	558	97	179	282	51	47	57	121	118	164	50	26	43	438	15	30	60	27	41	64	68	76	57	345	213
	9%	9%	10%	9%	10%	8%	8%	11%	10%	8%	10%	14%	12%	9%	6%	4%	12%	6%	9%	10%	9%	9%	10%	10%	8%
oB			f					i			oq	xmnoqstu	noq	o			xmnoq		o	o	o	o	o		BDE
Four	280	31	97	152	14	17	34	63	39	114	18	9	29	225	9	20	15	18	18	36	12	50	45	174	107
	5%	3%	5%	5%	3%	3%	5%	6%	3%	6%	4%	5%	8%	4%	4%	3%	3%	4%	4%	5%	2%	6%	8%	5%	4%
aetF			aeh	ah				adeh		xacdeh	t	t	xjmopt	t				t	t	t		t	xjmopqt	F	F
More than four	630	75	157	397	44	32	58	99	155	242	70	31	78	451	13	32	62	32	39	97	23	96	56	379	252
	10%	7%	8%	12%	9%	6%	8%	9%	13%	12%	14%	17%	21%	9%	5%	5%	13%	7%	9%	14%	3%	11%	10%	11%	10%
abefmnotf		e	e	xabefg				e	xabdefg	xabefg	xmnoqrt	xmnoqrtuvmnopqrsti	ot				mnoqt	t	ot	xmnoqt		mnot	ot	F	F

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 107

Q21. How many power cuts have you experienced in the last 2 years?

Base: All respondents

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
None	1921	1682	219	1192	729	616	113	987	922	492	382	259	989	127	14	215	1661	66	149	61	58	51	7	1412	509
	31%	30%	45%	31%	32%	31%	33%	41%	25%	34%	33%	30%	29%	40%	9%	28%	32%	25%	28%	29%	26%	26%	23%	30%	36%
NET: Any	4219	3905	272	2638	1580	1353	227	1396	2805	974	770	610	2377	189	151	553	3541	194	390	149	168	142	25	3314	905
	69%	70%	55%	69%	68%	69%	67%	59%	75%	66%	67%	70%	71%	60%	91%	72%	68%	75%	72%	71%	74%	74%	77%	70%	64%
	bgmz	xb							xg				xij		xm	xp		xp	xp		x	x		xz	
One	1548	1421	114	982	566	464	102	661	881	406	297	191	833	92	35	194	1310	77	135	50	64	55	9	1214	334
	25%	25%	23%	26%	25%	24%	30%	28%	24%	28%	26%	22%	25%	29%	21%	25%	25%	30%	25%	24%	29%	29%	27%	26%	24%
	h						xde	xh		xk			x					xoprs							
Two	1202	1099	92	751	451	391	60	427	771	261	229	173	684	56	22	150	1018	49	104	42	41	36	5	926	276
	20%	20%	19%	20%	20%	20%	18%	18%	21%	18%	20%	20%	20%	18%	13%	20%	20%	19%	19%	20%	18%	19%	16%	20%	20%
	g								xg																
Three	558	511	40	369	189	161	28	152	403	110	107	106	312	22	27	74	464	25	53	16	18	15	3	425	133
	9%	9%	8%	10%	8%	8%	8%	6%	11%	8%	9%	12%	9%	7%	17%	10%	9%	10%	10%	8%	8%	8%	10%	9%	9%
	gi								xg			xil			xm										
Four	280	270	5	169	112	101	11	65	214	51	55	58	165	3	14	41	234	11	31	14	14	11	3	233	47
	5%	5%	1%	4%	5%	5%	3%	3%	6%	4%	5%	7%	5%	1%	9%	5%	4%	4%	6%	7%	6%	6%	10%	5%	3%
	bgmz	xb							xg			xi			xm										xz
More than four	630	603	21	367	263	237	26	92	535	145	83	82	382	15	53	94	514	33	68	27	29	25	5	516	114
	10%	11%	4%	10%	11%	12%	8%	4%	14%	10%	7%	9%	11%	5%	32%	12%	10%	12%	13%	13%	13%	13%	14%	11%	8%
	bgjmz	xb			f	xcf			xg	j			xj		xm	xp			xp						xz

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 108

Q21. How many power cuts have you experienced in the last 2 years?

Base: All respondents (excl none)

	Total (x)	Age								Region												ABC1 (A)	C2DE (B)		
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
Base (excl none)	4219	705	1307	2207	348	357	498	809	813	1394	345	146	291	3437	161	355	340	297	317	482	442	639	404	2487	1732
NET: Any	4219	705	1307	2207	348	357	498	809	813	1394	345	146	291	3437	161	355	340	297	317	482	442	639	404	2487	1732
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
One	1548	267	504	778	126	140	206	297	281	497	129	42	71	1307	62	166	124	119	124	142	210	227	134	883	665
	37%	38%	39%	35%	36%	39%	41%	37%	35%	36%	37%	29%	24%	38%	38%	47%	36%	40%	39%	29%	48%	36%	33%	36%	38%
	klsC					xchi					kls		xkls	l	xjklmpsuv	l	kls	kls		xjklmpsuv	l	l		C	C
Two	1202	235	370	597	113	122	141	229	220	377	77	37	71	1016	62	106	80	100	95	142	128	190	112	706	496
	28%	33%	28%	27%	32%	34%	28%	28%	27%	27%	22%	26%	24%	30%	38%	30%	23%	34%	30%	29%	29%	30%	28%	28%	29%
	j	xbchi			xbchi								xjp	xjklmp			jlp				j				
Three	558	97	179	282	51	47	57	121	118	164	50	26	43	438	15	30	60	27	41	64	68	76	57	345	213
	13%	14%	14%	13%	15%	13%	12%	15%	15%	12%	15%	18%	15%	13%	9%	8%	18%	9%	13%	13%	15%	12%	14%	14%	12%
	o										o	xmnoqu	o	o			xmnoq				oq				
Four	280	31	97	152	14	17	34	63	39	114	18	9	29	225	9	20	15	18	18	36	12	50	45	174	107
	7%	4%	7%	7%	4%	5%	7%	8%	5%	8%	5%	6%	10%	7%	6%	6%	4%	6%	6%	8%	3%	8%	11%	7%	6%
	atF		a	ah			a		xacdeh			t	xjmpt	t					t		t	t	xjmopt		F
More than four	630	75	157	397	44	32	58	99	155	242	70	31	78	451	13	32	62	32	39	97	23	96	56	379	252
	15%	11%	12%	18%	13%	9%	12%	12%	19%	17%	20%	21%	27%	13%	8%	9%	18%	11%	12%	20%	5%	15%	14%	15%	15%
	abemnot			xabdefg					xabdefg	xabefg	xmnoqrtv	xmnoqrtu	mnopqrtu	t			mnoqt	t	t	xmnoqrt		ot	t		

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F
 Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 109

Q21. How many power cuts have you experienced in the last 2 years?

Base: All respondents (excl none)

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
Base (excl none)	4219	3905	272	2638	1580	1353	227	1396	2805	974	770	610	2377	189	151	553	3541	194	390	149	168	142	25*	3314	905
NET: Any	4219	3905	272	2638	1580	1353	227	1396	2805	974	770	610	2377	189	151	553	3541	194	390	149	168	142	25	3314	905
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
One	1548	1421	114	982	566	464	102	661	881	406	297	191	833	92	35	194	1310	77	135	50	64	55	9	1214	334
	37%	36%	42%	37%	36%	34%	45%	47%	31%	42%	39%	31%	35%	49%	23%	35%	37%	40%	35%	34%	38%	39%	36%	37%	37%
	hkl			e			xcde	xh		xkl	k		xn				or								
Two	1202	1099	92	751	451	391	60	427	771	261	229	173	684	56	22	150	1018	49	104	42	41	36	5	926	276
	28%	28%	34%	28%	29%	29%	26%	31%	27%	27%	30%	28%	29%	30%	14%	27%	29%	25%	27%	28%	25%	25%	21%	28%	31%
	n													n											
Three	558	511	40	369	189	161	28	152	403	110	107	106	312	22	27	74	464	25	53	16	18	15	3	425	133
	13%	13%	15%	14%	12%	12%	13%	11%	14%	11%	14%	17%	13%	12%	18%	13%	13%	13%	13%	11%	11%	11%	13%	13%	15%
	g								xg				xil												
Four	280	270	5	169	112	101	11	65	214	51	55	58	165	3	14	41	234	11	31	14	14	11	3	233	47
	7%	7%	2%	6%	7%	7%	5%	5%	8%	5%	7%	9%	7%	2%	9%	7%	7%	6%	8%	9%	9%	8%	12%	7%	5%
	bgm	b							xg				xi		m					q					
More than four	630	603	21	367	263	237	26	92	535	145	83	82	382	15	53	94	514	33	68	27	29	25	5	516	114
	15%	15%	8%	14%	17%	18%	11%	7%	19%	15%	11%	13%	16%	8%	35%	17%	15%	17%	17%	18%	18%	17%	18%	16%	13%
	bgjm	xb		f		xcf		xg		j			j		xm	x			x						

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 110

Q23. How long was the longest power cut you've experienced in the last two years?

Base: All who have experienced a power cut in the last 2 years

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	4149	857	1277	2015	349	508	590	687	735	1280	522	524	555	2548	129	244	259	288	228	311	360	457	272	2375	1774
Weighted Base	4219	705	1307	2207	348	357	498	809	813	1394	345	146	291	3437	161	355	340	297	317	482	442	639	404	2487	1732
NET: Up to an hour	2459	486	758	1215	248	238	282	476	455	760	142	51	152	2113	102	197	190	200	234	280	295	368	248	1399	1060
	58%	69%	58%	55%	71%	67%	57%	59%	56%	55%	41%	35%	52%	61%	64%	56%	56%	67%	74%	58%	67%	58%	61%	56%	61%
	cijklAC	xbcfg		xbcfghi	xbcfghi								jk	xjkl	jk	jk	jk	ijklmops	ijklmopsu	jk	ijklmops	jk	ijkl		xAC
A few seconds	146	29	65	52	15	13	19	45	22	31	5	1	6	135	7	17	10	14	17	17	24	21	9	83	63
	3%	4%	5%	2%	4%	4%	4%	6%	3%	2%	1%	*	2%	4%	4%	5%	3%	5%	6%	4%	5%	3%	2%	3%	4%
	cijk	ci	xchi				xchi						xjk	k	jk		jk	ijkl	k	ijkl	k				
Between a minute and up to 10 minutes	1197	252	356	589	122	130	146	210	219	370	47	19	81	1050	33	104	87	92	130	146	159	171	128	687	510
	28%	36%	27%	27%	35%	36%	29%	26%	27%	27%	14%	13%	28%	31%	21%	29%	25%	31%	41%	30%	36%	27%	32%	28%	29%
	jk	xbcfghi		xbcfghi	xbcfghi								jk	xjkn		jk	jk	ijklmnopqs	jk	xijklmpu	jk	jk			
Between 20 minutes and 1 hour	1116	205	338	573	111	95	117	220	214	359	90	32	66	928	62	76	93	95	87	116	113	176	111	628	487
	26%	29%	26%	26%	32%	26%	24%	27%	26%	26%	26%	22%	23%	27%	39%	21%	27%	32%	27%	24%	26%	27%	27%	25%	28%
				xf										xijklmoprstuv				klo							
NET: 1-24 hours	1629	199	513	917	90	109	201	312	331	586	169	86	123	1251	55	146	141	94	80	192	138	261	143	1002	627
	39%	28%	39%	42%	26%	31%	40%	39%	41%	42%	49%	59%	42%	36%	34%	41%	41%	32%	25%	40%	31%	41%	35%	40%	36%
	ademqr	BE		ade	xade		ade	ade	ade	xade	mnqr	stumnopqr	rst	rt		qrt	qrt			rt		mqrt	r	xBE	
Over 1 hour to up to 8 hours	1392	167	430	795	72	95	174	256	293	501	132	69	106	1085	48	118	115	88	73	168	124	232	119	836	556
	33%	24%	33%	36%	21%	26%	35%	32%	36%	36%	38%	47%	36%	32%	30%	33%	34%	30%	23%	35%	28%	36%	30%	34%	32%
	ademr	E		ade	xade		a	ade	ad	xade	xmqr	rtv	mnopqr	st	r		r	r		r		mrt			
Between 8 hours and 24 hours	237	32	83	122	18	15	27	56	37	85	37	17	17	166	7	29	26	5	7	24	13	30	24	166	72
	6%	5%	6%	6%	5%	4%	5%	7%	5%	6%	11%	12%	6%	5%	4%	8%	8%	2%	2%	5%	3%	5%	6%	7%	4%
	mqr	BF									xlmnqr	stuxlmnqr	stuv	q	q		mqr	mqr					q	xBEF	
NET: More than a day	131	19	36	75	10	10	14	22	28	48	34	9	16	73	3	11	10	3	3	10	9	10	13	86	45
	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	10%	6%	5%	2%	2%	3%	3%	1%	1%	2%	2%	2%	3%	3%	3%
	mF										xlmnopr	qrst	xmqr	st	xmqr	st								F	
More than a day but less than a week	113	15	30	68	6	10	13	17	26	42	30	9	16	58	2	9	6	3	2	10	6	7	13	75	38
	3%	2%	2%	3%	2%	3%	3%	2%	3%	3%	9%	6%	5%	2%	1%	2%	2%	1%	1%	2%	1%	1%	3%	3%	2%
	muF										xmnopqr	rst	mnopqr	st	xmpqr	st								F	F
More than a week	18	4	6	7	4	-	1	5	2	6	3	-	-	15	1	3	4	-	1	1	3	3	-	11	6
	*	1%	*	*	1%	-	*	1%	*	*	1%	-	-	*	1%	1%	1%	-	*	*	1%	*	-	*	*

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F
 Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 111

Q23. How long was the longest power cut you've experienced in the last two years?

Base: All who have experienced a power cut in the last 2 years

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	4149	3763	347	2559	1590	1266	324	1485	2638	954	820	596	2275	371	141	1310	2733	519	871	350	393	348	45	3234	915
Weighted Base	4219	3905	272	2638	1580	1353	227	1396	2805	974	770	610	2377	189	151	553	3541	194	390	149	168	142	25*	3314	905
NET: Up to an hour	2459	2249	185	1578	881	739	142	900	1554	570	471	334	1391	96	44	297	2082	108	208	75	87	74	13	1899	560
	58%	58%	68%	60%	56%	55%	62%	64%	55%	58%	61%	55%	59%	51%	29%	54%	59%	56%	53%	51%	52%	52%	51%	57%	62%
		adehmnorstuy	xa	xde			de	xh			k			n		ors								xy	
A few seconds	146	133	11	108	38	30	8	64	82	23	34	17	92	3	2	18	124	9	12	4	6	6	1	114	32
	3%	3%	4%	4%	2%	2%	3%	5%	3%	2%	4%	3%	4%	1%	1%	3%	3%	4%	3%	3%	4%	4%	2%	3%	4%
		dehm		xde				xh																	
Between a minute and up to 1 hour	1197	1082	100	775	423	352	70	460	736	299	239	136	667	34	13	143	1017	48	99	38	40	35	5	908	289
	28%	28%	37%	29%	27%	26%	31%	33%	26%	31%	31%	22%	28%	18%	8%	26%	29%	25%	25%	25%	24%	24%	21%	27%	32%
		ahkmnory	xa					xh		k	k		k	n											xy
Between 20 minutes and 1 hour	1116	1034	74	695	420	356	64	375	736	247	199	181	631	59	29	135	942	51	97	34	41	34	7	876	239
	26%	26%	27%	26%	27%	26%	28%	27%	26%	25%	26%	30%	27%	31%	19%	24%	27%	26%	25%	23%	24%	24%	28%	26%	26%
														n											
NET: 1-24 hours	1629	1534	80	980	649	571	78	477	1142	379	270	259	909	85	82	235	1353	80	166	69	75	63	11	1306	323
	39%	39%	29%	37%	41%	42%	34%	34%	41%	39%	35%	43%	38%	45%	54%	43%	38%	41%	43%	46%	44%	45%	44%	39%	36%
		bcg	xb	xcf	xcf			xg			j			x	x	xp			xp	xp	x	x			
Over 1 hour to up to 8 hours	1392	1306	70	826	566	497	69	431	953	329	231	224	771	77	53	201	1152	68	144	57	63	53	10	1107	285
	33%	33%	26%	31%	36%	37%	30%	31%	34%	34%	30%	37%	32%	41%	35%	36%	33%	35%	37%	38%	38%	37%	39%	33%	31%
		bc	b		xc	xc					j			x		xp			xp						
Between 8 hours and 24 hours	237	227	10	154	83	73	10	46	189	50	40	35	139	8	30	34	200	12	22	12	12	10	1	199	39
	6%	6%	4%	6%	5%	5%	4%	3%	7%	5%	5%	6%	6%	4%	20%	6%	6%	6%	6%	8%	7%	7%	5%	6%	4%
		g						xg								xm									
NET: More than a day	131	122	7	80	51	44	7	19	109	26	28	17	77	8	25	21	105	6	16	5	6	5	1	109	22
	3%	3%	2%	3%	3%	3%	3%	1%	4%	3%	4%	3%	3%	4%	17%	4%	3%	3%	4%	3%	4%	3%	5%	3%	2%
		g						xg								xm									
More than a day but less than a week	113	107	4	69	44	40	4	15	98	19	25	16	69	8	22	18	93	5	14	4	5	5	-	97	16
	3%	3%	2%	3%	3%	3%	2%	1%	3%	2%	3%	3%	3%	4%	15%	3%	3%	3%	4%	3%	3%	3%	-	3%	2%
		g						xg								xm									
More than a week	18	15	2	11	6	3	3	5	11	7	3	*	8	-	3	3	12	1	2	1	1	-	1	13	5
	*	*	1%	*	*	*	1%	*	*	1%	*	*	*	-	2%	1%	*	1%	1%	*	1%	-	5%	*	1%
							e									xm							xtu		

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

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 112

Q25. During any recent power cuts did you need to ...?

Base: All who have experienced a power cut in the last 2 years

	Total (x)	Age								Region												ABC1 (A)	C2DE (B)			
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)			South East (u)	South West (v)	
Unweighted Base	4149	857	1277	2015	349	508	590	687	735	1280	522	524	555	2548	129	244	259	288	228	311	360	457	272	2375	1774	
Weighted Base	4219	705	1307	2207	348	357	498	809	813	1394	345	146	291	3437	161	355	340	297	317	482	442	639	404	2487	1732	
Call to check on anybody	557	182	185	190	99	83	77	109	94	96	62	32	30	433	21	66	52	25	31	57	83	61	37	381	176	
	13%	26%	14%	9%	28%	23%	15%	13%	12%	7%	18%	22%	10%	13%	13%	19%	15%	8%	10%	12%	19%	10%	9%	15%	10%	
	ciquBF	xbcfghi	ci	i	xbcfghi	xbcfghi	ci	ci	ci		xlmqrsuv	lmpqrsuv		qu		xlmqrsuv	qu				xlmqrsuv			xBF	F	
Call for help	178	98	46	33	51	47	31	15	15	18	15	6	5	152	10	20	11	15	7	10	48	20	10	130	48	
	4%	14%	4%	2%	15%	13%	6%	2%	2%	1%	4%	4%	2%	4%	6%	6%	3%	5%	2%	2%	11%	3%	2%	5%	3%	
	cghilBE	xbcfghi	cgi		xbcfghi	xbcfghi	xbcfghi				l			ls	ls	ls		l			xjklmopqrsuv			xBEF		
Neither of these	3539	453	1094	1991	212	240	402	693	708	1283	276	108	258	2897	132	274	284	261	281	415	328	562	361	2018	1521	
	84%	64%	84%	90%	61%	67%	81%	86%	87%	92%	80%	74%	88%	84%	82%	77%	83%	88%	89%	86%	74%	88%	89%	81%	88%	
	adejkotAC		adef	xabdefgh		a	ade	ade	xadef	xabcdefgh				xjkot	jkot		kt	jkot	jkot	jkot		74%	88%	89%	C	xACD

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 113

Q25. During any recent power cuts did you need to ...?

Base: All who have experienced a power cut in the last 2 years

	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover		
	Total (x)	White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	4149	3763	347	2559	1590	1266	324	1485	2638	954	820	596	2275	371	141	1310	2733	519	871	350	393	348	45	3234	915
Weighted Base	4219	3905	272	2638	1580	1353	227	1396	2805	974	770	610	2377	189	151	553	3541	194	390	149	168	142	25*	3314	905
Call to check on anybody	557	460	88	423	134	101	33	213	342	110	154	99	283	37	24	74	470	31	51	15	22	20	2	472	85
	13%	12%	32%	16%	8%	7%	14%	15%	12%	11%	20%	16%	12%	19%	16%	13%	13%	16%	13%	10%	13%	14%	8%	14%	9%
adehlz			xa	xde	e	de	xh			xil	il			x		s		s						xz	
Call for help	178	118	54	148	30	16	14	107	70	49	48	43	65	7	8	21	148	10	13	8	8	7	1	159	19
	4%	3%	20%	6%	2%	1%	6%	8%	2%	5%	6%	7%	3%	3%	5%	4%	4%	5%	3%	5%	5%	5%	6%	5%	2%
adehlz			xa	xde	e	de	xh			l	xl	xl						r						xz	
Neither of these	3539	3363	149	2116	1422	1240	183	1112	2412	822	590	485	2050	151	122	464	2971	156	331	128	139	117	22	2734	805
	84%	86%	55%	80%	90%	92%	80%	80%	86%	84%	77%	80%	86%	80%	81%	84%	84%	80%	85%	86%	83%	82%	87%	82%	89%
bcgjkmqy		xb			xcf	xcdf		xg		jk		xjk			q			q	q						xy

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

Overlap formulae used. * small base

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 114

DX1. Which of the following applies to your living situation? Do you live ...

Base: All respondents

	Total (x)	Age									Region												ABC1 (A)	C2DE (B)	
		18-34 (a)	35-54 (b)	55+ (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	Scotland (j)	Nrth Ireland (k)	Wales (l)	NET: England (m)	North East (n)	North West (o)	Yorks/Humber (p)	West Mids (q)	East Mids (r)	East of England (s)	London (t)	South East (u)			South West (v)
Unweighted Base	6140	1283	1816	3041	490	793	849	967	1099	1942	802	752	787	3799	196	471	382	421	309	434	602	624	360	3443	2697
Weighted Base	6140	1054	1860	3225	496	558	744	1116	1179	2047	490	184	368	5097	246	676	491	430	430	676	737	860	553	3500	2640
On your own	1466	161	286	1019	85	76	85	201	265	754	107	31	81	1247	69	155	108	108	125	147	189	205	141	831	635
	24%	15%	15%	32%	17%	14%	11%	18%	22%	37%	22%	17%	22%	24%	28%	23%	22%	25%	29%	22%	26%	24%	25%	24%	24%
With children who are dependent on you (15 years and under)	1152	301	775	75	91	211	433	342	60	15	65	42	47	998	39	133	85	107	88	126	179	142	98	708	444
	19%	29%	42%	2%	18%	38%	58%	31%	5%	1%	13%	23%	13%	20%	16%	20%	17%	25%	21%	19%	24%	17%	18%	20%	17%
With adults who are dependent on you (16 years and over)	869	87	383	399	40	46	107	277	177	222	65	41	56	708	40	97	60	62	42	97	110	112	89	425	444
	14%	8%	21%	12%	8%	8%	14%	25%	15%	11%	13%	22%	15%	14%	16%	14%	12%	14%	10%	14%	15%	13%	16%	12%	17%
With adults who are not dependent on you (16 years and over)	3366	608	930	1828	304	304	358	571	755	1073	299	105	219	2743	122	365	271	209	225	379	359	504	309	1937	1429
	55%	58%	50%	57%	61%	54%	48%	51%	64%	52%	61%	57%	59%	54%	50%	54%	55%	49%	52%	56%	49%	59%	56%	55%	54%
Prefer not to say	62	26	19	17	15	11	5	13	11	7	1	1	3	58	6	6	6	6	9	5	12	8	-	33	29
	1%	3%	1%	1%	3%	2%	1%	1%	1%	*	*	*	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%	-	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b/c/d/e/f/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t/u/v - x/A/B/C/D/E/F

Overlap formulae used.

Prepared by Yonder

VOIP 2024

Online Fieldwork Dates: 29th February - 11th March 2024

Table 115

DX1. Which of the following applies to your living situation? Do you live ...

Base: All respondents

	Total (x)	Ethnicity		Working Status				Urban/rural		DX1. Living Situation				Scotland		Limiting Condition					More than one Limiting Condition			Heard of switchover	
		White (a)	BAME (b)	Working (c)	Not working (d)	Retired (e)	Not working (exc.retired) (f)	Urban (g)	Rural (h)	On your own (i)	With dep children (j)	With dep adults (k)	With non dep adults (l)	Rest of Scotland (m)	Rural Scotland (n)	Yes (o)	No (p)	Mental (q)	Physical (r)	Disability (s)	Total more than one (t)	Online (u)	CATI (v)	Heard of switchover (y)	Not heard of switchover (z)
Unweighted Base	6140	5489	592	3743	2397	1906	491	2518	3579	1482	1225	870	3267	629	156	1838	4158	705	1228	508	549	489	60	4681	1459
Weighted Base	6140	5587	491	3831	2309	1969	340	2384	3727	1466	1152	869	3366	316	166	768	5202	261	539	210	226	193	33*	4726	1414
On your own	1466	1336	111	646	821	676	145	616	836	1466	-	-	-	74	31	247	1184	72	187	66	73	56	17	1156	310
	24%	24%	23%	17%	36%	34%	42%	26%	22%	100%	-	-	-	23%	19%	32%	23%	28%	35%	32%	32%	29%	53%	24%	22%
	chjklp				xce	xc	xcde	xh		xjkl						xpq		xp	xopq	xp	xu	x	xtu		
With children who are dependent on you (15 years and under)	1152	988	154	1105	47	10	37	562	589	-	1152	212	466	51	12	82	1038	49	44	18	26	24	1	882	270
	19%	18%	31%	29%	2%	*	11%	24%	16%	-	100%	24%	14%	16%	7%	11%	20%	19%	8%	8%	11%	13%	3%	19%	19%
	adehfilnorstuv		xa	xdef	e		de	xh			xikl	xil	i	n		r	xors	ors		v	tv				
With adults who are dependent on you (16 years and over)	869	787	75	585	284	216	68	311	555	-	212	869	165	43	20	106	739	39	76	30	32	29	3	697	172
	14%	14%	15%	15%	12%	11%	20%	13%	15%	-	18%	100%	5%	14%	12%	14%	14%	15%	14%	14%	14%	15%	9%	15%	12%
	deilz			xde	e		xcde				xil	xijl	i											xz	
With adults who are not dependent on you (16 years and over)	3366	3126	217	2171	1195	1076	119	1201	2153	-	466	165	3366	177	117	390	2894	131	268	112	117	106	11	2548	818
	55%	56%	44%	57%	52%	55%	35%	50%	58%	-	40%	19%	100%	56%	71%	51%	56%	50%	50%	53%	52%	55%	34%	54%	58%
	bdfgijkoqrv	xb		xdf	f	df		xg			ik	i	xijk		xm		oqr				v	tv			xy
Prefer not to say	62	38	17	51	12	5	7	40	23	-	-	-	-	1	-	6	39	2	3	2	1	1	-	36	26
	1%	1%	3%	1%	1%	*	2%	2%	1%	-	-	-	-	*	-	1%	1%	1%	1%	1%	1%	1%	-	1%	2%
	adehijklpy		xa	xde	e		de	xh																	xy

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

Overlap formulae used. * small base

Prepared by Yonder

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
1842	1658	1228	1412
100%	100%	100%	100%
-	-	-	-
-	-	-	-
-	-	-	-
-	-	-	-

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
921	872	603	674
50%	53%	49%	48%
	BF		
914	777	624	732
50%	47%	51%	52%
			D
6	7	1	3
*	*	*	*
*	-	-	-
*	-	-	-
1	1	-	3
*	*	-	*

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
529	291	155	79
29%	18%	13%	6%
xABDEF	BEF	BF	
480	554	433	394
26%	33%	35%	28%
	xACF	xABCF	
833	813	641	939
45%	49%	52%	67%
		AC	xABCDE
265	148	54	29
14%	9%	4%	2%
xABDEF	BEF	BF	
264	143	100	50
14%	9%	8%	4%
xABDEF	BF	BF	
225	225	156	138
12%	14%	13%	10%
	F	F	
255	329	277	256
14%	20%	23%	18%
	AC	xABCF	C
286	312	250	331
16%	19%	20%	23%
	AC	AC	xACD
547	501	390	609
30%	30%	32%	43%
			xABCDE
50.34	53.27	55.11	60.14
	AC	ACD	xABCDE
19.6	17.55	15.95	14.94
0.45	0.45	0.48	0.38

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
1405	1369	1091	1232
76%	83%	89%	87%
	AC	xACD	xACD
210	144	61	76
11%	9%	5%	5%
xABDEF	BEF		
75	53	49	69
4%	3%	4%	5%
			D
178	169	150	179
10%	10%	12%	13%
			xAC
136	139	106	111
7%	8%	9%	8%
120	96	94	120
7%	6%	8%	8%
			xAD
100	121	95	114
5%	7%	8%	8%
		C	C
140	98	52	77
8%	6%	4%	5%
xBEF			
154	194	170	158
8%	12%	14%	11%
	AC	xAC	C
269	224	121	124
15%	13%	10%	9%
xBEF	BEF		
235	236	172	217
13%	14%	14%	15%
140	137	135	140
8%	8%	11%	10%
		xACD	
86	47	24	28
5%	3%	2%	2%
xABDEF			

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
999	919	814	1067
1405	1369	1091	1232
226	194	101	106
16%	14%	9%	9%
xBEF	BEF		
53	70	52	52
4%	5%	5%	4%
63	44	55	50
4%	3%	5%	4%
51	49	35	65
4%	4%	3%	5%
			xBE
48	46	46	55
3%	3%	4%	5%
33	51	50	56
2%	4%	5%	5%
		C	C
50	55	45	35
4%	4%	4%	3%
43	47	51	40
3%	3%	5%	3%
46	43	34	42
3%	3%	3%	3%
26	38	51	36
2%	3%	5%	3%
		xAC	
31	53	12	33
2%	4%	1%	3%
	xBE		BE
52	35	22	17
4%	3%	2%	1%
xBF			
46	28	22	27
3%	2%	2%	2%
37	36	26	21
3%	3%	2%	2%
39	40	15	22
3%	3%	1%	2%
	BE		
18	25	41	27
1%	2%	4%	2%
		xACD	
26	34	23	22
2%	2%	2%	2%

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1405	1369	1091	1232
21	25	26	33
1%	2%	2%	3%
21	35	21	25
1%	3%	2%	2%
18	27	19	31
1%	2%	2%	3%
31	20	16	25
2%	1%	1%	2%
19	20	22	27
1%	1%	2%	2%
30	13	14	27
2%	1%	1%	2%
			D
27	30	11	13
2%	2%	1%	1%
	B		
17	21	19	25
1%	2%	2%	2%
21	29	16	15
1%	2%	1%	1%
18	22	24	14
1%	2%	2%	1%
20	15	18	22
1%	1%	2%	2%
23	13	12	26
2%	1%	1%	2%
17	18	16	23
1%	1%	1%	2%
23	6	18	25
2%	*	2%	2%
AD		D	AD
23	21	15	13
2%	2%	1%	1%
19	13	16	19
1%	1%	1%	2%
18	21	16	10
1%	2%	1%	1%

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1405	1369	1091	1232
14	17	11	19
1%	1%	1%	2%
22	20	8	9
2%	1%	1%	1%
6	18	12	22
*	1%	1%	2%
			C
12	16	12	16
1%	1%	1%	1%
15	13	14	11
1%	1%	1%	1%
18	8	11	8
1%	1%	1%	1%
19	6	7	7
1%	*	1%	1%
x			
11	9	6	11
1%	1%	1%	1%
11	1	7	17
1%	*	1%	1%
AD		D	xAD
10	4	7	7
1%	*	1%	1%
7	5	5	9
1%	*	*	1%
5	5	3	7
*	*	*	1%
3	5	1	6
*	*	*	*
1	5	5	3
*	*	*	*
1	-	-	1
*	-	-	*

Absolutes/col percents

Absolutes/col percents

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
317	219	100	166
210	144	61*	76
22	22	7	3
10%	16%	12%	3%
F	xBF	F	
21	10	5	4
10%	7%	8%	5%
14	13	2	8
7%	9%	4%	10%
14	10	7	5
7%	7%	11%	6%
18	6	3	6
8%	4%	4%	8%
8	8	5	7
4%	6%	8%	9%
12	4	4	3
6%	3%	6%	5%
8	7	4	3
4%	5%	6%	4%
6	8	4	2
3%	5%	7%	3%
6	7	2	5
3%	5%	3%	6%
7	5	*	5
3%	4%	1%	6%
4	3	4	3
2%	2%	7%	5%
5	5	1	3
3%	4%	2%	4%
6	3	1	3
3%	2%	2%	3%
9	1	1	2
4%	1%	1%	3%
5	6	-	1
2%	4%	-	1%
6	B	1	2
3%	3	2%	3%

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
210	144	61*	76
4	2	1	1
2%	2%	1%	1%
4	4	*	*
2%	2%	1%	1%
3	2	2	*
2%	1%	3%	1%
4	2	-	*
2%	2%	-	1%
2	2	1	1
1%	1%	2%	1%
3	1	1	*
2%	*	2%	1%
1	2	*	2
1%	2%	*	3%
3	1	*	1
1%	1%	*	1%
3	2	-	*
1%	2%	-	1%
2	2	*	1
1%	1%	1%	1%
3	*	-	1
2%	*	-	1%
2	1	1	-
1%	*	2%	-
1	-	1	-
1%	-	2%	-
*	2	-	*
*	1%	-	*
*	1	-	1
*	*	-	1%
-	-	-	1
-	-	-	2%
-	-	-	xAC
-	-	-	1
-	-	-	1%

Absolutes/col percents

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
276	206	108	197
140	98*	52*	77*
11	19	3	14
8%	19%	6%	18%
	ACE		BCE
13	9	2	7
10%	9%	4%	9%
5	12	2	9
4%	12%	3%	12%
	AC		C
15	4	3	6
10%	4%	6%	7%
5	5	6	6
3%	5%	12%	7%
		AC	
11	4	1	4
8%	4%	1%	5%
7	5	5	2
5%	5%	10%	3%
7	5	4	3
5%	5%	8%	4%
4	8	3	4
3%	8%	5%	5%
5	4	4	3
3%	4%	7%	4%
10	2	1	1
7%	2%	3%	2%
9	1	2	3
6%	1%	3%	4%
5	4	2	3
3%	4%	5%	4%
6	5	2	*
4%	5%	4%	*
9	1	1	1
6%	1%	2%	2%
x			
3	3	1	4
2%	3%	2%	5%
5	2	1	2
4%	2%	2%	3%

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
140	98*	52*	77*
4	3	1	2
3%	3%	2%	3%
1	*	4	*
*	*	8%	*
		xABCDF	
2	1	1	1
2%	1%	2%	1%
2	2	1	*
1%	2%	1%	*
*	*	1	2
*	*	2%	2%

Absolutes/col percents

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
313	194	99	146
86	47*	24*	28*
32	16	7	7
38%	35%	30%	27%
27	13	7	9
32%	28%	31%	31%
10	4	1	5
11%	8%	6%	19%
			xABDE
8	6	4	2
9%	13%	16%	7%
7	5	3	3
8%	12%	13%	10%
2	2	1	1
2%	4%	4%	5%

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
175	178	134	280
10%	11%	11%	20%
			xABCDE
60	59	36	106
3%	4%	3%	7%
			xABCDE
115	120	99	205
6%	7%	8%	15%
			xABCDE
40	48	36	87
2%	3%	3%	6%
			xABCDE
10	7	9	9
1%	*	1%	1%
1620	1427	1061	1095
88%	86%	86%	78%
xBF	BF	BF	
47	53	33	38
3%	3%	3%	3%

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
1121	888	748	403
61%	54%	61%	29%
xABDF	BF	xBDF	
153	254	112	151
8%	15%	9%	11%
	xABCEF		
563	464	365	577
31%	28%	30%	41%
			xABCDE
1	48	-	-
*	3%	-	-
	xABCEF		
4	4	3	281
*	*	*	20%
			xABCDE

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
1842	1658	-	-
100%	100%	-	-
xBEF	xBEF		
-	-	1228	1412
-	-	100%	100%
		xACD	xACD
1842	-	-	-
100%	-	-	-
xABDEF			
-	1658	-	-
-	100%	-	-
	xABCEF		
-	-	1228	-
-	-	100%	-
		xABCDF	
-	-	-	1412
-	-	-	100%
			xABCDE

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
1600	1522	1139	1327
87%	92%	93%	94%
	AC	AC	xAC
220	123	79	69
12%	7%	6%	5%
xABDEF	BF		
43	22	11	16
2%	1%	1%	1%
xBEF			
27	14	6	11
1%	1%	*	1%
xBE			
23	22	18	6
1%	1%	1%	*
	F	F	
12	6	7	6
1%	*	1%	*
8	5	4	6
*	*	*	*
7	13	5	5
*	1%	*	*
39	10	10	4
2%	1%	1%	*
xABDEF			
3	1	3	1
*	*	*	*
53	23	8	4
3%	1%	1%	*
xABDEF	BF		
6	7	6	10
*	*	1%	1%
21	12	11	17
1%	1%	1%	1%

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
804	662	436	482
44%	40%	36%	34%
xBEF	BF		
1024	992	790	921
56%	60%	64%	65%
	C	xACD	xACD
472	553	429	550
26%	33%	35%	39%
	AC	AC	xACD
446	349	302	326
24%	21%	25%	23%
106	89	60	45
6%	5%	5%	3%
BF	F		
14	4	2	10
1%	*	*	1%

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
317	219	100	166
210	144	61*	76
139	91	34	52
66%	63%	57%	68%
42	32	8	11
20%	22%	13%	14%
	B		
43	27	14	18
20%	19%	22%	24%
49	25	9	15
23%	18%	15%	19%
6	7	4	8
3%	5%	6%	10%
			xAC
68	51	24	22
32%	36%	39%	29%
46	33	12	12
22%	23%	19%	16%
22	18	12	10
11%	13%	20%	13%
		AC	
3	2	2	2
1%	1%	4%	2%

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
1450	1307	959	1009
79%	79%	78%	71%
BF	BF	BF	
903	789	579	574
49%	48%	47%	41%
xBF	BF	BF	
547	518	380	435
30%	31%	31%	31%
391	351	269	403
21%	21%	22%	29%
			xABCDE

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1502	1210	865	1104
1450	1307	959	1009
523	454	344	311
36%	35%	36%	31%
F			
245	246	173	173
17%	19%	18%	17%
253	202	190	155
17%	15%	20%	15%
		xBDF	
231	233	170	163
16%	18%	18%	16%
255	218	146	148
18%	17%	15%	15%
193	150	137	123
13%	11%	14%	12%
205	112	82	69
14%	9%	9%	7%
xABDEF			
30	20	18	9
2%	2%	2%	1%
22	12	12	5
1%	1%	1%	*
F			
119	115	61	104
8%	9%	6%	10%
			xBE
91	92	50	105
6%	7%	5%	10%
			xABCDE

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1502	1210	865	1104
1450	1307	959	1009
1359	1215	909	904
523	454	344	311
38%	37%	38%	34%
245	246	173	173
18%	20%	19%	19%
253	202	190	155
19%	17%	21%	17%
		D	
231	233	170	163
17%	19%	19%	18%
255	218	146	148
19%	18%	16%	16%
193	150	137	123
14%	12%	15%	14%
205	112	82	69
15%	9%	9%	8%
xABDEF			
30	20	18	9
2%	2%	2%	1%
22	12	12	5
2%	1%	1%	1%
119	115	61	104
9%	9%	7%	12%
			xBE

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1502	1210	865	1104
1450	1307	959	1009
1024	915	654	660
71%	70%	68%	65%
F			
511	378	296	286
35%	29%	31%	28%
xABDF			
514	537	358	374
35%	41%	37%	37%
	xAC		
426	392	305	349
29%	30%	32%	35%
			xAC

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
484	383	256	220
26%	23%	21%	16%
xBEF	BF	BF	
1358	1275	972	1192
74%	77%	79%	84%
		AC	xABCDE

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
488	332	223	207
423	335	225	173
358	255	163	131
85%	76%	72%	75%
xABDEF			
166	125	84	66
39%	37%	37%	38%
192	130	79	65
45%	39%	35%	38%
xBE			
65	80	62	42
15%	24%	28%	25%
	AC	xAC	C

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
554	383	255	265
484	383	256	220
216	138	88	65
45%	36%	34%	30%
xABDEF			
258	241	154	151
53%	63%	60%	68%
	AC		xAC
10	4	14	4
2%	1%	6%	2%
		xACD	

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
554	383	255	265
484	383	256	220
473	379	242	216
216	138	88	65
46%	36%	36%	30%
xABDEF			
258	241	154	151
54%	64%	64%	70%
	AC	C	xAC

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
554	383	255	265
484	383	256	220
96	62	41	32
20%	16%	16%	14%
88	54	29	27
18%	14%	11%	12%
xBE			
61	28	28	23
13%	7%	11%	10%
AD			
69	36	16	8
14%	10%	6%	4%
xBEF	BF		
81	20	14	14
17%	5%	6%	7%
xABDEF			
29	14	9	7
6%	4%	3%	3%
207	211	141	128
43%	55%	55%	58%
	AC	C	xAC
27	24	15	16
6%	6%	6%	7%

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
554	383	255	265
484	383	256	220
457	358	241	204
96	62	41	32
21%	17%	17%	16%
88	54	29	27
19%	15%	12%	13%
xBE			
61	28	28	23
13%	8%	12%	11%
AD			
69	36	16	8
15%	10%	7%	4%
xBEF	BF		
81	20	14	14
18%	6%	6%	7%
xABDEF			
29	14	9	7
6%	4%	4%	4%
207	211	141	128
45%	59%	58%	63%
	AC	C	xAC

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
1666	1458	1098	1186
90%	88%	89%	84%
xABF	F	BF	
1099	941	683	819
60%	57%	56%	58%
163	114	74	82
9%	7%	6%	6%
xBEF			
80	52	34	29
4%	3%	3%	2%
xBF			
47	37	23	34
3%	2%	2%	2%

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
1287	1132	821	879
70%	68%	67%	62%
xBF	BF	F	
540	513	386	523
29%	31%	31%	37%
			xABCDE
14	12	17	8
1%	1%	1%	1%
1	-	4	1
*	-	*	*
-	1	1	1
-	*	*	*

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
1558	1490	1104	1296
85%	90%	90%	92%
	AC	AC	xAC
284	168	124	116
15%	10%	10%	8%
xABDEF			
133	68	48	41
7%	4%	4%	3%
xABDEF			
103	63	32	38
6%	4%	3%	3%
xABDEF			
82	29	21	19
4%	2%	2%	1%
xABDEF			
31	34	28	34
2%	2%	2%	2%

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
319	170	142	154
284	168	124*	116*
160	79	54	44
56%	47%	43%	38%
xBEF			
100	74	54	57
35%	44%	43%	49%
			C
24	14	16	15
8%	9%	13%	13%

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
319	170	142	154
284	168	124*	116*
260	153	108*	101*
160	79	54	44
62%	52%	50%	43%
xBF			
100	74	54	57
38%	48%	50%	57%
			xAC

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
281	206	100	164
15%	12%	8%	12%
xBEF	BE		BE
1224	1099	845	887
66%	66%	69%	63%
		BF	
337	353	283	361
18%	21%	23%	26%
		AC	xACD

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
1504	1305	945	1051
281	206	100	164
19%	16%	11%	16%
xBE	E		BE
1224	1099	845	887
81%	84%	89%	84%
		xABCDF	

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
1612	1399	1024	1190
88%	84%	83%	84%
xABDEF			
1217	1020	766	884
66%	62%	62%	63%
xABD			
1432	1262	916	1078
78%	76%	75%	76%
216	244	201	212
12%	15%	16%	15%
	AC	AC	C
13	14	4	10
1%	1%	*	1%

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
1829	1643	1225	1402
1612	1399	1024	1190
88%	85%	84%	85%
xABDEF			
1217	1020	766	884
67%	62%	63%	63%
xABD			
1432	1262	916	1078
78%	77%	75%	77%
216	244	201	212
12%	15%	16%	15%
	AC	AC	C

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
790	704	491	631
43%	42%	40%	45%
			BE
674	635	495	489
37%	38%	40%	35%
			BF
434	396	251	400
24%	24%	20%	28%
			xABCDE
355	308	240	231
19%	19%	20%	16%
378	319	241	293
21%	19%	20%	21%
267	249	179	183
15%	15%	15%	13%
407	386	316	306
22%	23%	26%	22%
			xF
3.08	3.05	2.94	3.17
E			xBE
1.47	1.49	1.48	1.5
0.03	0.04	0.04	0.04

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
319	170	142	154
284	168	124*	116*
200	118	74	89
70%	71%	60%	76%
			BE
30	16	22	14
11%	10%	18%	12%
		xA	
112	72	46	57
40%	43%	37%	49%
87	46	28	32
31%	28%	23%	27%
54	33	27	13
19%	20%	22%	11%
		F	
12	7	11	7
4%	4%	9%	6%
		A	
18	9	11	8
7%	6%	9%	7%
3.93	3.98	3.7	4.07
			BE
1.15	1.14	1.3	1.2
0.06	0.09	0.11	0.1

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
698	583	370	397
38%	35%	30%	28%
xBEF	BEF		
292	303	253	293
16%	18%	21%	21%
		AC	xAC
312	268	247	288
17%	16%	20%	20%
		AD	xACD
147	143	138	138
8%	9%	11%	10%
		xAC	
140	94	46	59
8%	6%	4%	4%
xBEF	B		
27	21	25	38
1%	1%	2%	3%
			xACD
10	14	12	5
1%	1%	1%	*
173	213	126	175
9%	13%	10%	12%
	AC		C
43	20	11	21
2%	1%	1%	1%
xABDE			

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
1799	1638	1217	1392
698	583	370	397
39%	36%	30%	28%
xBEF	BEF		
292	303	253	293
16%	18%	21%	21%
		AC	xAC
312	268	247	288
17%	16%	20%	21%
		AD	xACD
147	143	138	138
8%	9%	11%	10%
		xAC	
140	94	46	59
8%	6%	4%	4%
xABEF	B		
27	21	25	38
1%	1%	2%	3%
			xACD
10	14	12	5
1%	1%	1%	*
173	213	126	175
10%	13%	10%	13%
	AC		C

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
1803	1620	1201	1360
98%	98%	98%	96%
F			
38	38	27	52
2%	2%	2%	4%
			xAC

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1879	1509	1096	1523
1803	1620	1201	1360
14	15	13	33
1%	1%	1%	2%
			xABCDE
130	93	109	81
7%	6%	9%	6%
		xABDF	
1477	1319	936	987
82%	81%	78%	73%
xBEF	xBF	BF	
183	193	143	259
10%	12%	12%	19%
			xABCDE

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1879	1509	1096	1523
1803	1620	1201	1360
1620	1427	1058	1101
14	15	13	33
1%	1%	1%	3%
			xABCDE
130	93	109	81
8%	7%	10%	7%
		xADF	
1477	1319	936	987
91%	92%	88%	90%
	xBEF		

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1879	1509	1096	1523
1803	1620	1201	1360
1663	1522	1107	1263
92%	94%	92%	93%
1254	1160	857	1021
70%	72%	71%	75%
			xAC
409	362	250	242
23%	22%	21%	18%
BF	F		
121	87	86	78
7%	5%	7%	6%
19	11	8	19
1%	1%	1%	1%

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1879	1509	1096	1523
1803	1620	1201	1360
1784	1608	1193	1341
1663	1522	1107	1263
93%	95%	93%	94%
1254	1160	857	1021
70%	72%	72%	76%
409	362	250	242
23%	22%	21%	18%
BF	F		
121	87	86	78
7%	5%	7%	6%

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
1236	1119	807	850
67%	67%	66%	60%
BF	BF	BF	
576	518	395	537
31%	31%	32%	38%
			xABCDE
5	5	10	4
*	*	1%	*
		xA	
6	1	5	4
*	*	*	*
6	*	4	1
*	*	*	*
14	14	7	17
1%	1%	1%	1%

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
915	960	671	809
50%	58%	55%	57%
	xAC	C	xAC
702	521	459	461
38%	31%	37%	33%
xADF		BDF	
136	113	59	76
7%	7%	5%	5%
BE			
81	49	29	51
4%	3%	2%	4%
xBE			
8	15	10	16
*	1%	1%	1%

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
539	469	332	583
576	518	395	537
329	283	253	369
57%	55%	64%	69%
		AD	xACD
195	162	132	117
34%	31%	33%	22%
BF	F	BF	
105	91	68	83
18%	18%	17%	16%
68	67	49	87
12%	13%	12%	16%
59	57	34	43
10%	11%	9%	8%
35	26	35	53
6%	5%	9%	10%
			xAD
24	26	13	37
4%	5%	3%	7%
			xB
9	10	12	19
2%	2%	3%	4%
64	71	38	63
11%	14%	10%	12%

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
1123	1046	811	851
61%	63%	66%	60%
		xABCF	
377	337	256	347
20%	20%	21%	25%
		xABCD	
185	142	96	115
10%	9%	8%	8%
B			
128	103	51	69
7%	6%	4%	5%
xBEF	E		
28	30	15	30
2%	2%	1%	2%

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
1814	1628	1213	1382
1123	1046	811	851
62%	64%	67%	62%
		xBCF	
377	337	256	347
21%	21%	21%	25%
		xABCDE	
185	142	96	115
10%	9%	8%	8%
B			
128	103	51	69
7%	6%	4%	5%
xBEF	E		

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
137	104	55	86
128*	103*	51*	69*
47	34	20	15
37%	33%	39%	22%
31	23	8	13
25%	22%	16%	19%
20	18	11	8
16%	18%	22%	12%
20	13	10	8
15%	12%	19%	12%
5	8	10	7
4%	8%	19%	10%
1	*	xAC 3	3
1%	*	6%	4%
50	44	A 15	37
39%	42%	30%	53%
17	5	3	6
13%	4%	6%	8%
		BE	

Absolutes/col percents

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1768	1434	1066	1490
1714	1554	1177	1343
894	899	700	774
52%	58%	59%	58%
	AC	AC	C
864	734	580	726
50%	47%	49%	54%
			xABDE
704	632	495	558
41%	41%	42%	42%
639	535	407	410
37%	34%	35%	31%
xBF			
547	583	409	447
32%	38%	35%	33%
	xAC		
397	368	296	342
23%	24%	25%	25%
332	280	178	202
19%	18%	15%	15%
xBEF	B		
313	273	195	189
18%	18%	17%	14%
BF	F		
231	223	198	194
13%	14%	17%	14%
		C	
172	98	57	67
10%	6%	5%	5%
xABDEF			

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1768	1434	1066	1490
1714	1554	1177	1343
351	344	269	304
20%	22%	23%	23%
350	270	245	296
20%	17%	21%	22%
			AD
253	268	197	226
15%	17%	17%	17%
227	190	127	122
13%	12%	11%	9%
xBF	F		
160	166	113	125
9%	11%	10%	9%
118	106	68	93
7%	7%	6%	7%
69	81	49	48
4%	5%	4%	4%
74	54	32	35
4%	3%	3%	3%
xBF			
47	36	57	48
3%	2%	5%	4%
		xACD	
57	29	16	20
3%	2%	1%	1%
xABDEF			

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1768	1434	1066	1490
1714	1554	1177	1343
300	282	243	240
17%	18%	21%	18%
278	263	178	245
16%	17%	15%	18%
203	218	141	168
12%	14%	12%	13%
229	179	149	161
13%	12%	13%	12%
210	164	145	156
12%	11%	12%	12%
131	131	95	113
8%	8%	8%	8%
118	95	63	71
7%	6%	5%	5%
90	94	72	69
5%	6%	6%	5%
71	91	64	56
4%	6%	5%	4%
64	26	22	22
4%	2%	2%	2%

xABDEF

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1768	1434	1066	1490
1714	1554	1177	1343
243	274	188	230
14%	18%	16%	17%
	AC		
236	201	157	185
14%	13%	13%	14%
221	184	149	171
13%	12%	13%	13%
184	200	156	154
11%	13%	13%	11%
202	181	136	132
12%	12%	12%	10%
148	131	133	136
9%	8%	11%	10%
		AD	
149	126	91	85
9%	8%	8%	6%
			F
145	103	66	82
8%	7%	6%	6%
			xBEF
113	96	77	90
7%	6%	7%	7%
52	43	19	25
3%	3%	2%	2%
			B

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
503	510	406	502
27%	31%	33%	36%
		AC	xACD
1339	1148	822	910
73%	69%	67%	64%
xBEF	BF		
439	444	303	362
24%	27%	25%	26%
378	329	231	265
21%	20%	19%	19%
204	141	91	122
11%	9%	7%	9%
xABDE			
102	71	63	44
6%	4%	5%	3%
F		F	
216	162	135	117
12%	10%	11%	8%
xF		F	

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
1339	1148	822	910
1339	1148	822	910
100%	100%	100%	100%
439	444	303	362
33%	39%	37%	40%
	AC		C
378	329	231	265
28%	29%	28%	29%
204	141	91	122
15%	12%	11%	13%
xE			
102	71	63	44
8%	6%	8%	5%
F		F	
216	162	135	117
16%	14%	16%	13%

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1330	1045	758	1016
1339	1148	822	910
738	660	518	542
55%	58%	63%	60%
		xAC	
53	30	23	40
4%	3%	3%	4%
355	332	251	259
27%	29%	31%	28%
330	298	244	243
25%	26%	30%	27%
		AC	
548	454	276	351
41%	40%	34%	39%
BE	E		
464	372	241	315
35%	32%	29%	35%
E			B
84	82	35	37
6%	7%	4%	4%
B	BEF		
52	34	28	17
4%	3%	3%	2%
F			
47	28	25	14
4%	2%	3%	1%
F			
5	6	3	3
*	1%	*	*

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1330	1045	758	1016
1339	1148	822	910
223	158	99	77
17%	14%	12%	8%
xBEF	BF	F	
79	51	20	28
6%	4%	2%	3%
xBEF			
1060	957	710	811
79%	83%	86%	89%
	AC	AC	xACD

Absolutes/col percents

Absolutes/col percents

SEG			
AB (C)	C1 (D)	C2 (E)	DE (F)
1905	1538	1121	1576
1842	1658	1228	1412
387	445	169	466
21%	27%	14%	33%
E	xACE		xABCDE
424	284	272	172
23%	17%	22%	12%
xABDF	F	xBDF	
211	213	203	241
11%	13%	17%	17%
		xACD	xACD
1042	895	761	668
57%	54%	62%	47%
F	F	xABCDF	
21	12	11	18
1%	1%	1%	1%

Absolutes/col percents

