

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 1

Q1. Have you ever experienced a mental health problem?**Base: All respondents**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ireland	Public	Private	Opinion Influencer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
NET: Yes	787	321	466	103	140	137	166	128	114	180	234	137	236	74	37	75	53	66	55	34	68	92	109	103	23	145	286	86
	38%	31%	43%	44%	39%	41%	45%	41%	24%	31%	40%	32%	46%	42%	43%	32%	31%	36%	37%	33%	35%	33%	38%	57%	37%	38%	34%	39%
Yes, in the last 24 months	410	157	253	76	92	82	88	51	22	79	132	64	136	41	17	46	27	32	27	13	34	49	61	49	14	82	149	40
	20%	15%	24%	33%	25%	25%	24%	16%	4%	14%	23%	15%	27%	23%	20%	20%	16%	18%	18%	13%	18%	18%	21%	27%	22%	22%	18%	18%
Yes, longer ago	377	165	212	27	48	55	78	77	93	101	102	73	100	33	20	29	26	34	28	21	33	42	48	54	9	63	137	46
	18%	16%	20%	12%	13%	16%	21%	25%	19%	18%	17%	17%	20%	19%	23%	12%	15%	19%	19%	21%	17%	15%	17%	30%	15%	17%	17%	21%
No, I have never experienced a mental health problem	1151	621	530	95	181	168	180	171	356	356	308	251	236	91	46	139	99	106	80	61	107	155	157	69	40	202	479	119
	55%	61%	49%	41%	50%	50%	49%	55%	74%	62%	52%	59%	46%	52%	54%	59%	58%	59%	54%	60%	55%	57%	55%	38%	63%	53%	58%	54%
Prefer not to say	65	33	33	14	17	13	13	3	5	13	21	14	16	5	1	10	8	5	3	2	12	9	6	4	-	18	23	10
	3%	3%	3%	6%	5%	4%	3%	1%	1%	2%	4%	3%	3%	3%	1%	4%	5%	3%	2%	2%	6%	3%	2%	2%	-	5%	3%	5%
Don't know	90	47	43	21	24	17	12	8	9	22	24	22	21	7	1	10	10	4	10	5	8	18	12	4	-	13	42	5
	4%	5%	4%	9%	7%	5%	3%	3%	2%	4%	4%	5%	4%	4%	2%	4%	6%	2%	7%	5%	4%	7%	4%	2%	-	4%	5%	2%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 2

Q1. Have you ever experienced a mental health problem?**Base: All respondents**

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
NET: Yes	787 38%	787 100%	410 100%	377 100%	-	-	-
Yes, in the last 24 months	410 20%	410 52%	410 100%	-	-	-	-
Yes, longer ago	377 18%	377 48%	-	377 100%	-	-	-
No, I have never experienced a mental health problem	1151 55%	-	-	-	1151 100%	-	-
Prefer not to say	65 3%	-	-	-	-	65 100%	-
Don't know	90 4%	-	-	-	-	-	90 100%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

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Table 3

Q1. Have you ever experienced a mental health problem?**Base: All respondents**

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
NET: Yes	787 38%	333 46%	159 52%	106 44%	120 52%	87 40%	105 50%	92 51%	64 45%	68 48%	59 43%	45 40%	43 43%	421 33%	16 43%	16 38%
Yes, in the last 24 months	410 20%	194 27%	96 31%	61 25%	72 31%	58 27%	65 31%	58 32%	36 25%	43 31%	41 30%	28 25%	28 28%	196 15%	11 28%	10 23%
Yes, longer ago	377 18%	139 19%	63 21%	45 19%	48 21%	29 13%	40 19%	34 19%	28 20%	25 18%	18 13%	17 15%	15 16%	226 18%	6 15%	6 15%
No, I have never experienced a mental health problem	1151 55%	334 46%	117 38%	114 47%	93 41%	114 52%	82 39%	74 41%	58 41%	59 42%	64 47%	55 49%	47 48%	795 62%	8 22%	14 33%
Prefer not to say	65 3%	22 3%	15 5%	8 3%	-	5 2%	9 4%	4 2%	4 3%	5 4%	5 3%	2 2%	3 3%	27 2%	10 27%	6 13%
Don't know	90 4%	38 5%	14 5%	14 6%	16 7%	11 5%	15 7%	9 5%	15 11%	9 6%	9 6%	10 9%	6 6%	41 3%	3 9%	7 16%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 4

Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?**Base: All respondents**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Pri- vate	Opin- ion Influ-encer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
NET: Yes	728	338	390	131	194	135	119	73	76	184	215	141	187	73	29	62	54	71	51	40	65	115	99	55	13	158	341	135
	35%	33%	36%	57%	54%	40%	32%	24%	16%	32%	37%	33%	37%	41%	34%	27%	32%	39%	34%	40%	33%	42%	35%	31%	20%	42%	41%	61%
Paying bills	304	154	150	47	97	60	59	24	17	66	83	69	87	29	9	24	21	24	23	16	30	55	44	25	5	65	152	55
	15%	15%	14%	20%	27%	18%	16%	8%	3%	12%	14%	16%	17%	16%	11%	10%	12%	13%	16%	16%	16%	20%	15%	14%	8%	17%	18%	25%
Finding the best deal for energy, broadband, banking or insurance	242	114	128	53	54	35	33	28	38	55	83	48	56	29	4	18	18	21	11	13	22	39	44	18	5	54	111	47
	12%	11%	12%	23%	15%	11%	9%	9%	8%	10%	14%	11%	11%	16%	4%	8%	11%	12%	8%	13%	11%	14%	15%	10%	8%	14%	13%	21%
Buying things or doing the shopping	229	102	127	42	53	55	39	23	17	51	68	40	70	29	10	18	19	23	16	17	21	33	24	18	2	48	101	40
	11%	10%	12%	18%	15%	16%	10%	7%	4%	9%	12%	9%	14%	16%	12%	8%	11%	12%	11%	17%	11%	12%	8%	10%	3%	13%	12%	18%
Saving money (e.g. for a holiday or a rainy day)	217	90	127	39	91	43	24	11	9	63	72	38	44	26	7	18	20	20	18	15	20	33	29	9	2	56	113	57
	10%	9%	12%	17%	25%	13%	7%	4%	2%	11%	12%	9%	9%	15%	8%	8%	12%	11%	12%	14%	10%	12%	10%	5%	3%	15%	14%	26%
Dealing with letters and emails from banks, energy providers, telecoms or water companies	211	95	116	40	68	29	36	21	18	52	61	41	56	20	8	15	20	14	16	13	24	29	31	19	3	35	114	39
	10%	9%	11%	17%	19%	9%	10%	7%	4%	9%	10%	10%	11%	11%	9%	7%	12%	8%	11%	12%	12%	11%	11%	10%	5%	9%	14%	18%
Managing your budget	179	81	98	37	68	30	26	10	7	47	59	28	45	15	7	19	17	10	19	8	11	30	31	10	1	57	77	43
	9%	8%	9%	16%	19%	9%	7%	3%	2%	8%	10%	7%	9%	9%	9%	8%	10%	6%	13%	8%	6%	11%	11%	6%	2%	15%	9%	19%
Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	141	69	72	29	38	24	26	9	15	37	54	18	32	12	3	9	7	11	15	10	17	24	22	13	-	35	71	28
	7%	7%	7%	12%	10%	7%	7%	3%	3%	6%	9%	4%	6%	7%	4%	4%	4%	6%	10%	9%	9%	9%	8%	7%	-	9%	9%	13%
Contacting your bank, energy or telecoms supplier, water company or landlord	140	68	73	34	51	19	17	9	10	39	41	22	38	9	3	14	11	6	15	7	13	21	28	12	2	34	62	29
	7%	7%	7%	15%	14%	6%	5%	3%	2%	7%	7%	5%	7%	5%	3%	6%	6%	3%	10%	7%	6%	8%	10%	6%	3%	9%	7%	13%

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Absolutes/col percents

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Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?**Base: All respondents**

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land		Public	Pri-vate
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
Setting up a budget	137	59	78	25	61	20	19	5	7	38	51	20	28	13	3	11	13	16	7	5	10	26	19	13	-	39	68	42
	7%	6%	7%	11%	17%	6%	5%	2%	1%	7%	9%	5%	5%	7%	4%	5%	8%	9%	5%	5%	5%	9%	7%	7%	-	10%	8%	19%
Taking out cash	112	68	43	18	46	13	14	15	7	32	31	15	33	11	2	9	5	13	8	6	11	23	14	9	1	29	53	31
	5%	7%	4%	8%	13%	4%	4%	5%	1%	6%	5%	4%	6%	6%	3%	4%	3%	7%	5%	6%	6%	8%	5%	5%	2%	8%	6%	14%
Setting up repeat payments for bills (e.g. direct debits)	99	43	57	23	33	10	10	9	14	24	28	21	27	12	6	7	8	6	6	5	6	18	16	8	1	20	42	19
	5%	4%	5%	10%	9%	3%	3%	3%	3%	4%	5%	5%	5%	7%	7%	3%	5%	3%	4%	5%	3%	7%	6%	5%	2%	5%	5%	9%
None of the above	1285	642	642	77	152	178	242	236	399	367	348	265	304	98	55	161	108	103	92	58	121	148	176	116	48	204	456	81
	61%	63%	60%	33%	42%	53%	65%	76%	82%	64%	59%	62%	60%	55%	65%	69%	63%	57%	62%	57%	62%	54%	62%	64%	77%	54%	55%	37%
Prefer not to say	39	20	19	12	6	9	5	1	6	9	11	11	8	2	-	5	2	5	4	1	6	2	5	5	2	7	10	3
	2%	2%	2%	5%	2%	3%	1%	*	1%	2%	2%	3%	2%	1%	-	2%	1%	3%	2%	1%	3%	1%	2%	3%	2%	2%	1%	1%
Don't know	42	21	21	12	10	13	5	-	2	11	14	8	9	4	2	5	7	1	2	2	3	8	4	4	-	9	22	2
	2%	2%	2%	5%	3%	4%	1%	-	1%	2%	2%	2%	2%	2%	2%	2%	4%	1%	2%	2%	2%	3%	1%	2%	-	2%	3%	1%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 5

Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?

Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
NET: Yes	728 35%	333 42%	194 47%	139 37%	334 29%	22 34%	38 43%
Paying bills	304 15%	159 20%	96 23%	63 17%	117 10%	15 22%	14 16%
Finding the best deal for energy, broadband, banking or insurance	242 12%	106 13%	61 15%	45 12%	114 10%	8 12%	14 16%
Buying things or doing the shopping	229 11%	120 15%	72 17%	48 13%	93 8%	- -	16 17%
Saving money (e.g. for a holiday or a rainy day)	217 10%	87 11%	58 14%	29 8%	114 10%	5 8%	11 12%
Dealing with letters and emails from banks, energy providers, telecoms or water companies	211 10%	105 13%	65 16%	40 11%	82 7%	9 14%	15 17%
Managing your budget	179 9%	92 12%	58 14%	34 9%	74 6%	4 6%	9 10%
Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	141 7%	64 8%	36 9%	28 7%	58 5%	4 5%	15 17%
Contacting your bank, energy or telecoms supplier, water company or landlord	140 7%	68 9%	43 10%	25 7%	59 5%	5 8%	9 10%
Setting up a budget	137 7%	59 8%	41 10%	18 5%	64 6%	5 7%	9 10%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 5

Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?

Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Weighted base	2093	787	410	377	1151	65	90
Taking out cash	112 5%	45 6%	28 7%	17 4%	55 5%	2 3%	10 11%
Setting up repeat payments for bills (e.g. direct debits)	99 5%	43 5%	28 7%	15 4%	47 4%	3 5%	6 6%
None of the above	1285 61%	421 54%	196 48%	226 60%	795 69%	27 42%	41 46%
Prefer not to say	39 2%	16 2%	11 3%	6 2%	8 1%	10 16%	3 4%
Don't know	42 2%	16 2%	10 2%	6 2%	14 1%	6 9%	7 8%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 6

Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?

Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
NET: Yes	728	728	304	242	229	217	211	179	141	140	137	112	99	-	-	-
	35%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-
Paying bills	304	304	304	79	109	104	101	101	59	77	68	59	53	-	-	-
	15%	42%	100%	33%	48%	48%	48%	57%	42%	55%	50%	53%	53%	-	-	-
Finding the best deal for energy, broadband, banking or insurance	242	242	79	242	72	78	97	71	86	77	48	34	52	-	-	-
	12%	33%	26%	100%	31%	36%	46%	39%	61%	55%	35%	31%	52%	-	-	-
Buying things or doing the shopping	229	229	109	72	229	85	73	63	37	53	46	52	36	-	-	-
	11%	31%	36%	30%	100%	39%	35%	35%	26%	38%	34%	46%	37%	-	-	-
Saving money (e.g. for a holiday or a rainy day)	217	217	104	78	85	217	76	98	56	66	86	42	45	-	-	-
	10%	30%	34%	32%	37%	100%	36%	55%	40%	47%	63%	37%	45%	-	-	-
Dealing with letters and emails from banks, energy providers, telecoms or water companies	211	211	101	97	73	76	211	79	82	85	58	51	58	-	-	-
	10%	29%	33%	40%	32%	35%	100%	44%	58%	61%	43%	46%	59%	-	-	-
Managing your budget	179	179	101	71	63	98	79	179	58	56	78	47	38	-	-	-
	9%	25%	33%	29%	28%	45%	37%	100%	41%	40%	57%	42%	38%	-	-	-
Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	141	141	59	86	37	56	82	58	141	60	34	32	32	-	-	-
	7%	19%	19%	35%	16%	26%	39%	32%	100%	43%	25%	28%	33%	-	-	-

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ONLINE Fieldwork: 12th-13th June 2019

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Table 6

Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?

Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
Contacting your bank, energy or telecoms supplier, water company or landlord	140 7%	140 19%	77 25%	77 32%	53 23%	66 30%	85 40%	56 31%	60 43%	140 100%	39 29%	30 27%	45 45%	-	-	-
Setting up a budget	137 7%	137 19%	68 22%	48 20%	46 20%	86 40%	58 28%	78 44%	34 24%	39 28%	137 100%	37 33%	33 33%	-	-	-
Taking out cash	112 5%	112 15%	59 20%	34 14%	52 23%	42 19%	51 24%	47 26%	32 22%	30 21%	37 27%	112 100%	29 29%	-	-	-
Setting up repeat payments for bills (e.g. direct debits)	99 5%	99 14%	53 17%	52 21%	36 16%	45 21%	58 28%	38 21%	32 23%	45 32%	33 24%	29 26%	99 100%	-	-	-
None of the above	1285 61%	-	-	-	-	-	-	-	-	-	-	-	-	1285 100%	-	-
Prefer not to say	39 2%	-	-	-	-	-	-	-	-	-	-	-	-	-	39 100%	-
Don't know	42 2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	42 100%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 7

Q3. Has a friend or family member ever helped you with any of those?**Base: All respondents**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Pri-vate	Opin-ion Influ-encer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
NET: Any	732	341	391	128	182	131	123	86	82	198	212	125	197	69	27	71	52	73	57	44	53	116	99	53	16	156	322	128
	35%	33%	36%	55%	50%	39%	33%	28%	17%	35%	36%	29%	39%	39%	32%	30%	30%	41%	39%	44%	27%	42%	35%	29%	25%	41%	39%	58%
Buying things or doing the shopping	271	111	160	39	74	50	45	34	29	74	76	36	84	29	8	27	17	25	18	18	21	48	36	22	4	56	107	36
	13%	11%	15%	17%	20%	15%	12%	11%	6%	13%	13%	9%	17%	16%	9%	12%	10%	14%	12%	17%	11%	17%	13%	12%	7%	15%	13%	16%
Paying bills	267	132	135	48	69	57	57	19	16	61	61	61	84	27	11	24	17	28	23	15	22	39	36	23	2	50	128	39
	13%	13%	13%	21%	19%	17%	16%	6%	3%	11%	10%	14%	17%	15%	13%	10%	10%	15%	15%	15%	11%	14%	13%	13%	4%	13%	15%	18%
Dealing with letters and emails from banks, energy providers, telecoms or water companies	168	68	100	37	46	25	25	16	20	48	39	39	43	12	5	17	11	11	13	15	25	27	17	5	25	82	31	
	8%	7%	9%	16%	13%	7%	7%	5%	4%	8%	7%	9%	8%	7%	6%	7%	7%	6%	8%	13%	8%	9%	9%	9%	7%	7%	10%	14%
Finding the best deal for energy, broadband, banking or insurance	165	68	97	34	34	25	20	25	26	46	53	20	46	14	2	16	11	15	10	11	16	30	29	8	4	34	71	30
	8%	7%	9%	15%	9%	8%	5%	8%	5%	8%	9%	5%	9%	8%	3%	7%	6%	8%	7%	11%	8%	11%	10%	4%	7%	9%	9%	14%
Saving money (e.g. for a holiday or a rainy day)	144	69	75	26	61	31	11	9	5	45	46	26	29	17	6	16	15	14	13	9	15	19	13	6	4	35	79	33
	7%	7%	7%	11%	17%	9%	3%	3%	1%	8%	8%	6%	6%	9%	7%	7%	9%	8%	9%	9%	8%	7%	4%	3%	6%	9%	9%	15%
Managing your budget	138	56	82	35	47	27	19	6	5	36	45	21	36	6	4	19	17	7	14	8	5	27	22	8	1	34	69	39
	7%	5%	8%	15%	13%	8%	5%	2%	1%	6%	8%	5%	7%	4%	4%	8%	10%	4%	9%	8%	2%	10%	8%	4%	2%	9%	8%	18%
Contacting your bank, energy or telecoms supplier, water company or landlord	125	60	65	28	34	22	14	16	11	34	40	22	30	7	4	13	13	9	7	7	12	19	19	13	3	25	49	26
	6%	6%	6%	12%	10%	6%	4%	5%	2%	6%	7%	5%	6%	4%	4%	6%	8%	5%	4%	7%	6%	7%	7%	7%	5%	7%	6%	12%
Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	113	54	59	35	38	15	12	4	9	31	35	27	20	9	5	5	4	10	7	9	9	23	17	14	1	31	58	28
	5%	5%	5%	15%	10%	4%	3%	1%	2%	5%	6%	6%	4%	5%	6%	2%	2%	6%	4%	9%	5%	8%	6%	8%	1%	8%	7%	13%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 7

Q3. Has a friend or family member ever helped you with any of those?**Base: All respondents**

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ireland		Public	Private	
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220	
Taking out cash	111 5%	58 6%	53 5%	18 8%	35 10%	14 4%	17 5%	17 5%	10 2%	30 5%	33 6%	17 4%	32 6%	9 5%	3 3%	13 5%	4 3%	12 6%	2 2%	9 9%	10 5%	22 8%	17 6%	9 5%	1 2%	22 6%	54 7%	26 12%	
Setting up a budget	106 5%	40 4%	65 6%	28 12%	39 11%	20 6%	13 4%	2 1%	3 1%	26 4%	36 6%	20 5%	24 5%	9 5%	3 4%	17 7%	13 7%	5 3%	4 3%	5 4%	4 2%	20 7%	13 4%	12 7%	-	24 6%	52 6%	35 16%	
Setting up repeat payments for bills (e.g. direct debits)	87 4%	38 4%	50 5%	24 11%	24 6%	11 3%	11 3%	8 3%	9 2%	19 3%	25 4%	16 4%	27 5%	7 4%	1 2%	9 4%	12 7%	4 2%	8 5%	4 4%	8 4%	19 7%	9 3%	6 3%	-	15 4%	36 4%	16 7%	
None of the above	1289 62%	642 63%	647 60%	79 34%	163 45%	187 56%	239 65%	223 72%	397 82%	359 63%	352 60%	283 67%	294 58%	102 58%	55 64%	153 65%	111 65%	102 56%	84 57%	56 55%	134 69%	142 52%	183 65%	123 68%	44 70%	209 55%	471 57%	89 40%	
Prefer not to say	32 2%	21 2%	11 1%	10 4%	6 2%	8 2%	6 2%	-	3 1%	7 1%	10 2%	5 1%	10 2%	3 2%	2 3%	4 2%	2 1%	3 2%	3 2%	-	6 3%	7 3%	1 3%	*	*	-	7 2%	15 2%	3 1%
Don't know	40 2%	17 2%	23 2%	15 7%	10 3%	9 3%	2 1%	1 *	2 *	7 1%	14 2%	12 3%	7 1%	2 1%	*	6 3%	6 4%	3 2%	4 2%	1 1%	2 1%	9 3%	*	5 2%	3 5%	7 2%	22 3%	-	

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 8

Q3. Has a friend or family member ever helped you with any of those?**Base: All respondents**

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
NET: Any	732 35%	342 43%	194 47%	148 39%	329 29%	22 34%	39 43%
Buying things or doing the shopping	271 13%	137 17%	82 20%	55 15%	112 10%	8 13%	14 15%
Paying bills	267 13%	145 18%	84 20%	61 16%	100 9%	8 13%	14 15%
Dealing with letters and emails from banks, energy providers, telecoms or water companies	168 8%	81 10%	51 12%	30 8%	71 6%	6 10%	10 11%
Finding the best deal for energy, broadband, banking or insurance	165 8%	64 8%	38 9%	26 7%	85 7%	7 11%	9 10%
Saving money (e.g. for a holiday or a rainy day)	144 7%	60 8%	37 9%	23 6%	70 6%	4 7%	10 11%
Managing your budget	138 7%	68 9%	44 11%	24 6%	56 5%	5 8%	9 10%
Contacting your bank, energy or telecoms supplier, water company or landlord	125 6%	63 8%	40 10%	23 6%	45 4%	6 9%	11 13%
Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	113 5%	51 6%	32 8%	19 5%	49 4%	4 5%	9 11%
Taking out cash	111 5%	53 7%	32 8%	21 5%	51 4%	2 3%	5 6%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 8

Q3. Has a friend or family member ever helped you with any of those?**Base: All respondents**

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Weighted base	2093	787	410	377	1151	65	90
Setting up a budget	106 5%	55 7%	40 10%	15 4%	41 4%	5 8%	4 5%
Setting up repeat payments for bills (e.g. direct debits)	87 4%	45 6%	31 8%	15 4%	35 3%	3 4%	4 5%
None of the above	1289 62%	423 54%	205 50%	218 58%	795 69%	30 45%	41 46%
Prefer not to say	32 2%	9 1%	7 2%	2 1%	12 1%	8 12%	3 3%
Don't know	40 2%	13 2%	5 1%	8 2%	14 1%	6 9%	7 8%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 9

Q3. Has a friend or family member ever helped you with any of those?

Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
NET: Any	732	602	254	191	201	181	168	153	112	113	111	97	79	120	3	7
	35%	83%	84%	79%	88%	83%	79%	85%	79%	81%	81%	87%	80%	9%	8%	16%
Buying things or doing the shopping	271	203	103	64	157	74	68	62	40	44	37	44	33	63	2	3
	13%	28%	34%	26%	69%	34%	32%	35%	28%	32%	27%	40%	33%	5%	5%	7%
Paying bills	267	230	200	52	88	72	68	72	39	45	42	43	39	32	*	4
	13%	32%	66%	21%	39%	33%	32%	40%	27%	32%	30%	38%	39%	2%	1%	9%
Dealing with letters and emails from banks, energy providers, telecoms or water companies	168	147	65	70	53	51	116	62	54	60	33	32	38	19	1	2
	8%	20%	21%	29%	23%	24%	55%	34%	38%	43%	24%	28%	39%	1%	1%	4%
Finding the best deal for energy, broadband, banking or insurance	165	139	44	112	38	49	50	35	46	47	31	18	34	26	-	-
	8%	19%	14%	46%	17%	23%	24%	20%	33%	33%	23%	17%	35%	2%	-	-
Saving money (e.g. for a holiday or a rainy day)	144	127	55	40	55	109	33	57	30	34	45	25	25	17	*	1
	7%	17%	18%	17%	24%	50%	16%	32%	21%	24%	33%	23%	25%	1%	1%	2%
Managing your budget	138	132	70	43	54	71	54	92	35	36	61	29	30	6	-	-
	7%	18%	23%	18%	24%	33%	26%	51%	25%	26%	45%	26%	31%	*	-	-
Contacting your bank, energy or telecoms supplier, water company or landlord	125	108	53	49	40	41	65	42	42	75	26	27	32	15	-	3
	6%	15%	17%	20%	18%	19%	31%	24%	30%	54%	19%	24%	32%	1%	-	7%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 9

Q3. Has a friend or family member ever helped you with any of those?**Base: All respondents**

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	113 5%	107 15%	53 17%	61 25%	31 14%	36 17%	63 30%	37 21%	67 47%	39 28%	21 16%	29 26%	30 30%	5 *	1 1%	- -
Taking out cash	111 5%	99 14%	52 17%	28 12%	43 19%	35 16%	37 17%	36 20%	20 14%	24 17%	33 24%	67 60%	22 22%	10 1%	- -	1 3%
Setting up a budget	106 5%	101 14%	52 17%	34 14%	32 14%	56 26%	42 20%	57 32%	25 18%	29 21%	70 51%	23 20%	23 23%	4 *	- -	1 2%
Setting up repeat payments for bills (e.g. direct debits)	87 4%	79 11%	43 14%	36 15%	36 16%	32 15%	41 20%	31 17%	27 19%	34 25%	24 18%	23 21%	50 50%	8 1%	- -	- -
None of the above	1289 62%	108 15%	37 12%	45 19%	23 10%	29 13%	37 18%	22 13%	25 18%	24 17%	23 17%	13 11%	17 17%	1154 90%	12 32%	15 35%
Prefer not to say	32 2%	7 1%	7 2%	2 1%	4 2%	2 1%	3 1%	2 1%	* *	2 2%	2 2%	2 2%	2 2%	6 *	18 47%	2 5%
Don't know	40 2%	11 2%	6 2%	4 2%	1 *	5 2%	4 2%	2 1%	4 3%	1 1%	1 1%	- -	1 1%	5 *	5 14%	19 44%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 10

Q4. Have you used any of the following methods to allow someone to help you manage money?

Base: All respondents

	Gender			Age						Social Grade					Region							Employment Sector						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Pri-vate	Opin-ion Influ-encer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
NET: Any	326	166	160	33	77	56	52	43	65	100	71	77	77	23	11	40	22	28	28	21	21	56	41	30	4	67	136	85
	16%	16%	15%	14%	21%	17%	14%	14%	13%	18%	12%	18%	15%	13%	13%	17%	13%	15%	19%	21%	11%	20%	14%	16%	6%	18%	16%	39%
Set up a joint account	173	93	79	12	46	30	30	19	36	63	37	44	28	9	6	18	12	11	17	10	14	30	21	19	4	37	81	44
	8%	9%	7%	5%	13%	9%	8%	6%	7%	11%	6%	10%	6%	5%	7%	8%	7%	6%	12%	10%	7%	11%	7%	11%	6%	10%	10%	20%
Shared account details such as passwords and PINs	79	34	45	8	22	15	12	11	11	22	16	21	20	6	3	11	7	4	4	9	5	17	7	3	2	13	42	25
	4%	3%	4%	3%	6%	4%	3%	4%	2%	4%	3%	5%	4%	3%	4%	5%	4%	2%	3%	9%	3%	6%	2%	2%	3%	4%	5%	11%
Made an agreement with a specific organisation authorising someone else to help	69	32	37	13	20	10	10	9	7	12	13	20	23	3	1	7	4	10	6	8	4	16	7	4	-	15	28	26
	3%	3%	3%	6%	6%	3%	3%	3%	1%	2%	2%	5%	5%	2%	1%	3%	3%	5%	4%	7%	2%	6%	2%	2%	-	4%	3%	12%
Finance and Property affairs Power of Attorney/ Lasting Power of Attorney	49	30	19	-	8	5	6	12	19	21	8	8	13	5	2	6	2	5	3	3	1	10	6	6	-	7	11	13
	2%	3%	2%	-	2%	1%	2%	4%	4%	4%	1%	2%	3%	3%	2%	2%	1%	3%	2%	3%	*	4%	2%	3%	-	2%	1%	6%
Appointee	28	14	14	1	10	10	5	1	1	9	4	7	8	-	1	5	3	2	3	4	1	4	3	2	-	6	18	15
	1%	1%	1%	1%	3%	3%	1%	*	*	2%	1%	2%	1%	-	2%	2%	2%	1%	2%	4%	*	1%	1%	1%	-	2%	2%	7%
Court of Protection order or deputyship	14	10	4	1	7	5	1	-	-	10	1	1	2	1	-	1	2	2	1	1	-	3	-	3	-	6	8	9
	1%	1%	*	*	2%	2%	*	-	-	2%	*	*	*	1%	-	*	1%	1%	*	1%	-	1%	-	2%	-	2%	1%	4%
Other	17	7	10	-	2	2	2	3	7	7	6	-	4	2	3	3	-	-	-	2	1	1	2	2	-	3	4	2
	1%	1%	1%	-	1%	1%	1%	1%	2%	1%	1%	-	1%	1%	4%	1%	-	-	-	2%	*	*	1%	1%	-	1%	*	1%
None of the above	1734	836	897	188	278	266	318	266	417	465	509	341	419	152	73	189	143	148	118	79	169	211	242	150	59	307	672	131
	83%	82%	84%	81%	77%	80%	86%	86%	86%	81%	87%	80%	82%	86%	86%	81%	84%	82%	80%	78%	87%	77%	85%	83%	94%	81%	81%	60%
Don't know	34	19	15	12	7	12	-	1	2	6	8	7	12	1	1	4	6	4	2	1	5	8	1	1	-	3	21	4
	2%	2%	1%	5%	2%	4%	-	*	*	1%	1%	2%	2%	1%	1%	2%	4%	2%	1%	1%	2%	3%	*	*	-	1%	3%	2%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 11

Q4. Have you used any of the following methods to allow someone to help you manage money?

Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
NET: Any	326 16%	134 17%	62 15%	72 19%	172 15%	6 10%	14 16%
Set up a joint account	173 8%	61 8%	22 5%	38 10%	103 9%	4 7%	5 5%
Shared account details such as passwords and PINs	79 4%	35 4%	19 5%	16 4%	39 3%	- -	5 6%
Made an agreement with a specific organisation authorising someone else to help	69 3%	32 4%	19 5%	13 3%	27 2%	1 1%	10 11%
Finance and Property affairs Power of Attorney/ Lasting Power of Attorney	49 2%	22 3%	9 2%	13 3%	25 2%	1 1%	1 1%
Appointee	28 1%	10 1%	6 1%	4 1%	18 2%	- -	- -
Court of Protection order or deputyship	14 1%	9 1%	3 1%	5 1%	5 *	- -	- -
Other	17 1%	11 1%	5 1%	6 2%	6 1%	- -	- -
None of the above	1734 83%	646 82%	344 84%	302 80%	963 84%	54 83%	71 79%
Don't know	34 2%	8 1%	5 1%	3 1%	16 1%	5 8%	5 5%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 12

Q4. Have you used any of the following methods to allow someone to help you manage money?**Base: All respondents**

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
NET: Any	326	204	86	72	61	70	72	59	57	55	45	45	34	117	1	3
	16%	28%	28%	30%	27%	32%	34%	33%	40%	39%	33%	40%	35%	9%	3%	8%
Set up a joint account	173	98	42	41	31	36	39	25	32	32	26	19	17	72	*	2
	8%	13%	14%	17%	14%	17%	19%	14%	23%	23%	19%	17%	17%	6%	1%	5%
Shared account details such as passwords and PINs	79	57	25	26	23	20	28	20	22	20	13	16	15	20	1	1
	4%	8%	8%	11%	10%	9%	13%	11%	15%	14%	9%	15%	16%	2%	1%	2%
Made an agreement with a specific organisation authorising someone else to help	69	62	32	20	16	23	28	26	19	17	15	22	13	6	-	1
	3%	8%	11%	8%	7%	11%	13%	14%	13%	12%	11%	20%	13%	1%	-	2%
Finance and Property affairs Power of Attorney/ Lasting Power of Attorney	49	21	8	11	8	9	11	6	9	6	4	7	4	29	-	-
	2%	3%	3%	5%	4%	4%	5%	3%	7%	4%	3%	6%	4%	2%	-	-
Appointee	28	25	15	7	8	13	10	11	8	12	4	8	6	3	-	-
	1%	3%	5%	3%	3%	6%	5%	6%	6%	8%	3%	7%	6%	*	-	-
Court of Protection order or deputyship	14	13	9	6	4	9	9	7	6	8	6	7	3	1	-	-
	1%	2%	3%	3%	2%	4%	4%	4%	5%	6%	5%	6%	3%	*	-	-
Other	17	8	5	1	2	3	2	3	2	4	2	1	1	8	-	-
	1%	1%	2%	*	1%	2%	1%	2%	1%	3%	1%	1%	1%	1%	-	-
None of the above	1734	513	209	168	165	142	136	119	84	85	90	63	65	1165	27	29
	83%	70%	69%	69%	72%	65%	65%	66%	59%	61%	65%	57%	65%	91%	71%	68%
Don't know	34	11	9	2	3	5	3	1	1	1	2	4	-	2	10	10
	2%	2%	3%	1%	1%	2%	1%	1%	1%	1%	2%	3%	-	*	27%	24%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 13

Q5. Power of Attorney is a legal tool which gives someone else the authority to manage your financial affairs. Would you consider giving someone a Power of Attorney to allow them to help you manage your money?

Base: All respondents who have not used Power of Attorney to allow someone to help manage their money

	Gender		Age							Social Grade				Region										Employment Sector			Opinion Influencer	
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public		Pri-vate
Unweighted base	2042	1001	1041	205	323	362	379	309	464	645	559	350	488	183	77	228	155	154	160	98	194	234	306	193	60	358	833	202
Weighted base	2044	991	1052	232	353	330	365	298	465	550	580	417	496	171	84	228	168	176	145	98	194	264	278	174	63	371	818	207
Yes	659	329	329	52	85	76	102	100	244	237	193	116	113	65	25	66	55	50	47	32	65	91	94	56	14	101	220	89
	32%	33%	31%	22%	24%	23%	28%	33%	52%	43%	33%	28%	23%	38%	30%	29%	33%	28%	32%	32%	33%	34%	34%	32%	23%	27%	27%	43%
No	987	488	499	138	217	184	191	127	130	226	288	196	276	72	45	116	72	96	73	45	93	136	132	76	31	204	450	94
	48%	49%	47%	59%	61%	56%	52%	43%	28%	41%	50%	47%	56%	42%	54%	51%	43%	55%	50%	46%	48%	51%	48%	44%	49%	55%	55%	46%
Don't know	398	174	224	43	52	69	72	71	91	87	99	105	107	35	14	46	41	30	26	21	36	38	52	42	18	66	149	23
	19%	18%	21%	18%	15%	21%	20%	24%	20%	16%	17%	25%	22%	20%	16%	20%	25%	17%	18%	22%	18%	14%	19%	24%	29%	18%	18%	11%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 14

Q5. Power of Attorney is a legal tool which gives someone else the authority to manage your financial affairs. Would you consider giving someone a Power of Attorney to allow them to help you manage your money?

Base: All respondents who have not used Power of Attorney to allow someone to help manage their money

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2042	797	416	381	1096	66	83
Weighted base	2044	765	401	363	1126	64	89
Yes	659 32%	244 32%	118 29%	126 35%	378 34%	14 21%	23 26%
No	987 48%	371 48%	207 51%	164 45%	539 48%	36 55%	42 47%
Don't know	398 19%	150 20%	77 19%	73 20%	209 19%	15 24%	24 27%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 15

Q5. Power of Attorney is a legal tool which gives someone else the authority to manage your financial affairs. Would you consider giving someone a Power of Attorney to allow them to help you manage your money?

Base: All respondents who have not used Power of Attorney to allow someone to help manage their money

Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?

	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2042	698	294	219	216	196	190	166	128	127	124	97	90	1260	38	46
Weighted base	2044	707	296	231	220	207	200	173	135	133	132	105	96	1256	39	42
Yes	659 32%	246 35%	99 33%	84 37%	56 25%	78 38%	64 32%	59 34%	43 32%	49 37%	45 34%	42 40%	36 38%	395 31%	11 29%	7 16%
No	987 48%	349 49%	150 51%	114 49%	124 56%	96 46%	93 47%	88 51%	67 49%	66 49%	66 50%	42 40%	37 39%	603 48%	14 37%	20 48%
Don't know	398 19%	113 16%	47 16%	32 14%	41 18%	34 16%	43 21%	26 15%	26 19%	18 13%	21 16%	21 20%	23 24%	257 20%	13 34%	15 36%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 16

Q6. Approximately how often, if at all, do you let someone else do the following: Use your debit or credit card

Base: All respondents

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ireland	Public	Private	Opinion Influencer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
Never	1200 57%	597 58%	603 56%	86 37%	139 38%	164 49%	215 58%	230 74%	366 76%	354 62%	322 55%	231 54%	293 58%	97 55%	51 59%	132 57%	95 56%	97 53%	82 55%	63 62%	126 65%	143 52%	178 63%	99 55%	37 60%	192 51%	411 50%	79 36%
NET: Ever	864 41%	411 40%	453 42%	138 59%	220 61%	161 48%	152 41%	79 25%	114 24%	213 37%	262 45%	180 42%	209 41%	76 43%	31 36%	98 42%	75 44%	81 45%	64 43%	36 35%	68 35%	125 46%	103 36%	82 45%	25 40%	178 47%	406 49%	135 62%
Less than once a year	152 7%	71 7%	80 7%	19 8%	38 10%	28 8%	26 7%	11 4%	29 6%	34 6%	53 9%	34 8%	30 6%	16 9%	3 4%	9 4%	7 4%	13 7%	15 10%	6 6%	11 5%	29 11%	16 5%	19 11%	8 13%	31 8%	65 8%	27 12%
Once a year	36 2%	20 2%	16 2%	6 3%	6 2%	6 2%	7 2%	6 2%	5 1%	10 2%	13 2%	6 1%	7 1%	2 1%	-	-	5 3%	3 1%	1 1%	4 4%	7 3%	8 3%	2 1%	2 1%	3 5%	8 2%	17 2%	6 3%
Once every few months	157 8%	61 6%	96 9%	30 13%	39 11%	28 8%	28 8%	11 4%	22 5%	41 7%	35 6%	41 10%	41 8%	12 7%	5 6%	24 10%	11 7%	11 6%	12 8%	4 4%	12 6%	29 10%	20 7%	13 7%	4 6%	33 9%	69 8%	20 9%
Once a month	112 5%	47 5%	65 6%	19 8%	27 8%	20 6%	24 7%	12 4%	9 2%	31 5%	26 5%	16 4%	39 8%	10 6%	5 6%	15 6%	16 9%	8 4%	8 5%	8 8%	10 5%	13 5%	7 2%	10 6%	3 5%	22 6%	57 7%	13 6%
Once a week	121 6%	57 6%	64 6%	15 6%	26 7%	28 8%	24 6%	11 4%	17 3%	28 5%	43 7%	26 6%	24 5%	5 3%	7 8%	15 6%	7 4%	15 8%	6 4%	5 5%	9 5%	14 5%	23 8%	11 6%	3 5%	27 7%	53 6%	17 8%
More than once a week	286 14%	154 15%	132 12%	49 21%	84 23%	51 15%	42 11%	26 8%	33 7%	70 12%	92 16%	57 13%	68 13%	31 18%	11 12%	36 15%	29 17%	31 17%	22 15%	10 10%	19 10%	32 12%	35 12%	26 14%	4 7%	58 15%	144 17%	53 24%
Don't know	29 1%	13 1%	15 1%	8 3%	3 1%	10 3%	4 1%	1 *	4 1%	5 1%	4 1%	13 3%	7 1%	3 2%	4 4%	3 1%	-	4 2%	3 2%	3 3%	1 *	6 2%	3 1%	-	-	8 2%	12 2%	6 3%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 17

Q6. Approximately how often, if at all, do you let someone else do the following: Use your debit or credit card

Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
Never	1200 57%	443 56%	214 52%	229 61%	673 59%	36 56%	47 53%
NET: Ever	864 41%	336 43%	191 47%	145 39%	463 40%	26 39%	40 44%
Less than once a year	152 7%	71 9%	39 9%	32 8%	74 6%	2 3%	5 5%
Once a year	36 2%	8 1%	4 1%	4 1%	25 2%	2 3%	1 2%
Once every few months	157 8%	68 9%	41 10%	27 7%	78 7%	1 2%	11 12%
Once a month	112 5%	44 6%	24 6%	20 5%	63 5%	2 4%	3 3%
Once a week	121 6%	47 6%	28 7%	19 5%	64 6%	6 10%	4 4%
More than once a week	286 14%	99 13%	55 13%	44 12%	160 14%	12 18%	16 18%
Don't know	29 1%	8 1%	5 1%	3 1%	15 1%	3 5%	3 3%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 18

Q6. Approximately how often, if at all, do you let someone else do the following: Use your debit or credit card

Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
Never	1200 57%	319 44%	117 38%	123 51%	83 36%	71 33%	85 40%	66 37%	65 46%	63 45%	51 38%	38 34%	44 45%	845 66%	17 44%	19 45%
NET: Ever	864 41%	396 54%	183 60%	113 47%	140 61%	146 67%	122 58%	110 61%	74 52%	74 53%	85 62%	74 66%	55 55%	430 33%	17 43%	22 52%
Less than once a year	152 7%	77 11%	33 11%	19 8%	22 10%	23 11%	24 11%	18 10%	13 9%	10 7%	14 10%	12 11%	8 8%	68 5%	3 9%	4 8%
Once a year	36 2%	14 2%	6 2%	2 1%	7 3%	6 3%	2 1%	2 1%	2 1%	1 1%	2 2%	1 1%	1 1%	21 2%	1 4%	- -
Once every few months	157 8%	67 9%	32 10%	26 11%	30 13%	35 16%	22 11%	21 12%	12 9%	17 12%	15 11%	11 10%	13 13%	86 7%	1 4%	3 7%
Once a month	112 5%	51 7%	23 7%	11 5%	21 9%	16 7%	21 10%	9 5%	6 4%	8 6%	14 10%	10 9%	4 4%	58 4%	- -	4 9%
Once a week	121 6%	47 6%	22 7%	16 7%	15 7%	15 7%	16 8%	18 10%	14 10%	10 7%	11 8%	12 10%	10 10%	68 5%	3 8%	3 7%
More than once a week	286 14%	140 19%	69 23%	39 16%	46 20%	51 24%	37 17%	42 24%	26 19%	28 20%	30 22%	28 26%	18 18%	130 10%	7 19%	9 21%
Don't know	29 1%	13 2%	4 1%	6 2%	6 3%	- -	4 2%	3 2%	2 1%	3 2%	- -	- -	- -	10 1%	5 13%	1 3%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 19

Q6. Approximately how often, if at all, do you let someone else do the following: Login to your online banking as you
Base: All respondents

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	South East	South West	North Ireland	Public	Private	Opinion Influencer	
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
Never	1618 77%	770 75%	848 79%	144 62%	236 65%	245 73%	289 78%	273 88%	429 89%	456 80%	447 76%	320 75%	395 78%	138 78%	71 83%	179 77%	129 76%	131 73%	114 77%	78 76%	154 79%	203 74%	227 80%	139 77%	54 87%	278 74%	598 72%	128 58%
NET: Ever	452 22%	239 23%	213 20%	79 34%	122 34%	84 25%	79 21%	36 12%	53 11%	113 20%	138 23%	91 22%	109 22%	38 21%	12 15%	50 21%	41 24%	46 25%	35 23%	24 24%	39 20%	64 23%	54 19%	42 23%	8 13%	92 24%	223 27%	88 40%
Less than once a year	27 1%	17 2%	10 1%	2 1%	7 2%	9 3%	4 1%	1 *	3 1%	5 1%	9 1%	7 2%	7 1%	2 1%	1 1%	-	-	1 *	1 *	3 3%	3 1%	11 4%	1 *	2 2%	2 2%	3 1%	16 2%	11 5%
Once a year	16 1%	8 1%	8 1%	5 2%	5 1%	2 1%	2 1%	1 *	-	6 1%	3 *	5 1%	2 *	-	-	1 *	1 *	1 1%	4 3%	1 1%	* *	5 2%	3 1%	-	-	6 2%	7 1%	5 2%
Once every few months	19 1%	7 1%	13 1%	1 *	9 2%	4 1%	2 1%	2 1%	1 *	3 *	7 1%	2 *	7 1%	-	-	1 *	1 1%	4 2%	3 2%	1 1%	3 1%	-	2 1%	4 2%	2 2%	3 1%	8 1%	2 1%
Once a month	58 3%	36 4%	21 2%	11 5%	12 3%	18 5%	6 2%	4 1%	8 2%	19 3%	19 3%	12 3%	8 2%	9 5%	-	4 2%	3 2%	8 5%	1 1%	5 5%	6 3%	10 4%	6 2%	6 3%	1 1%	12 3%	24 3%	5 2%
Once a week	115 5%	63 6%	52 5%	20 8%	21 6%	18 6%	24 6%	16 5%	16 3%	30 5%	36 6%	22 5%	27 5%	10 5%	6 6%	11 5%	14 8%	9 5%	7 5%	7 7%	16 8%	13 5%	14 5%	9 5%	1 1%	18 5%	60 7%	22 10%
More than once a week	218 10%	108 11%	110 10%	40 17%	68 19%	33 10%	41 11%	12 4%	25 5%	51 9%	64 11%	45 11%	58 11%	17 10%	6 7%	33 14%	23 13%	23 13%	20 13%	7 6%	11 6%	25 9%	29 10%	21 12%	4 6%	48 13%	108 13%	44 20%
Don't know	23 1%	12 1%	11 1%	9 4%	4 1%	6 2%	2 1%	1 *	1 *	2 *	3 *	13 3%	5 1%	1 1%	2 2%	4 2%	-	4 2%	-	-	1 1%	7 3%	3 1%	-	-	9 2%	9 1%	4 2%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 20

Q6. Approximately how often, if at all, do you let someone else do the following: Login to your online banking as you Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
Never	1618 77%	620 79%	311 76%	308 82%	886 77%	47 71%	66 74%
NET: Ever	452 22%	160 20%	96 23%	64 17%	259 22%	16 24%	18 20%
Less than once a year	27 1%	10 1%	7 2%	3 1%	15 1%	- -	1 2%
Once a year	16 1%	9 1%	6 1%	3 1%	6 1%	1 1%	- -
Once every few months	19 1%	8 1%	5 1%	2 1%	10 1%	- -	2 2%
Once a month	58 3%	20 3%	17 4%	3 1%	34 3%	2 3%	2 2%
Once a week	115 5%	44 6%	20 5%	24 6%	64 6%	5 8%	1 2%
More than once a week	218 10%	70 9%	41 10%	30 8%	129 11%	7 11%	11 12%
Don't know	23 1%	7 1%	3 1%	4 1%	7 1%	3 5%	5 6%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 21

Q6. Approximately how often, if at all, do you let someone else do the following: Login to your online banking as you Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
Never	1618 77%	506 70%	199 65%	174 72%	155 68%	146 67%	146 69%	114 64%	96 68%	90 64%	87 64%	61 54%	62 62%	1067 83%	24 62%	21 50%
NET: Ever	452 22%	215 30%	102 34%	65 27%	72 31%	69 32%	64 30%	60 34%	45 32%	49 35%	49 36%	50 44%	36 36%	209 16%	8 21%	20 47%
Less than once a year	27 1%	19 3%	10 3%	6 2%	8 3%	5 2%	11 5%	3 2%	3 2%	2 2%	7 5%	6 6%	5 5%	8 1%	-	-
Once a year	16 1%	12 2%	6 2%	2 1%	5 2%	3 1%	-	1 1%	3 2%	2 1%	3 2%	1 1%	-	2 *	-	1 2%
Once every few months	19 1%	9 1%	2 1%	7 3%	1 *	2 1%	2 1%	1 *	2 2%	3 2%	-	-	2 2%	10 1%	-	1 2%
Once a month	58 3%	20 3%	12 4%	8 3%	8 3%	8 4%	5 2%	7 4%	2 1%	3 2%	5 4%	4 4%	1 1%	32 3%	4 9%	2 4%
Once a week	115 5%	48 7%	23 8%	13 5%	15 6%	15 7%	14 7%	16 9%	8 6%	15 11%	5 4%	5 4%	8 8%	57 4%	1 4%	8 20%
More than once a week	218 10%	107 15%	50 17%	29 12%	36 16%	37 17%	32 15%	32 18%	28 20%	24 17%	30 22%	34 30%	19 19%	100 8%	3 8%	8 20%
Don't know	23 1%	7 1%	3 1%	3 1%	2 1%	2 1%	1 *	5 3%	-	1 1%	1 *	1 1%	1 1%	8 1%	6 17%	1 3%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 22

Q7. In which, if any, of the following situations have you allowed a friend or family member to access your bank account using your online login details or by using your debit or credit card?

Base: All respondents who have ever allowed a friend or family member to access their bank account using their online login details or by using their debit or credit card

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Private	Opinion Influ-encer
Unweighted base	890	427	463	128	205	184	159	84	130	253	259	160	218	83	30	107	66	75	72	42	73	108	119	90	25	181	406	131
Weighted base	923	438	486	149	228	174	159	81	132	223	273	201	227	81	35	105	75	86	68	43	75	134	109	86	27	192	424	143
When I was too unwell to leave the house	155 17%	53 12%	102 21%	12 8%	39 17%	39 23%	37 23%	12 14%	17 13%	29 13%	47 17%	27 13%	52 23%	18 22%	7 21%	17 16%	13 18%	14 17%	10 15%	15 34%	6 8%	23 17%	12 11%	19 22%	1 3%	26 13%	61 14%	40 28%
When I was busy at work	131 14%	58 13%	73 15%	22 15%	48 21%	33 19%	16 10%	10 12%	2 2%	37 17%	43 16%	32 16%	19 8%	10 13%	4 13%	14 13%	11 15%	9 11%	7 10%	10 24%	13 17%	19 15%	18 16%	12 14%	3 10%	34 18%	88 21%	27 19%
When I needed help to resolve a problem	75 8%	37 8%	38 8%	15 10%	30 13%	20 12%	7 4%	2 3%	1 *	18 8%	17 6%	25 13%	15 6%	3 4%	1 4%	15 14%	7 10%	7 8%	4 5%	13 6%	2 3%	16 12%	10 9%	3 4%	- -	21 11%	44 10%	33 23%
When I was in hospital	71 8%	29 7%	41 9%	4 2%	16 7%	13 8%	18 11%	6 8%	14 10%	20 9%	18 7%	11 6%	21 9%	7 8%	3 8%	12 11%	8 11%	3 4%	6 9%	3 7%	5 6%	12 9%	6 6%	5 6%	1 5%	12 6%	26 6%	16 11%
When I was caring for someone else (e.g. an elderly or sick relative or new baby)	45 5%	13 3%	31 6%	7 5%	16 7%	12 7%	9 5%	2 2%	- -	14 6%	12 4%	10 5%	10 4%	3 4%	2 7%	5 5%	5 7%	2 3%	1 2%	- -	6 8%	11 8%	7 7%	1 1%	1 3%	16 9%	19 5%	19 13%
When I didn't understand what I needed to do	31 3%	16 4%	15 3%	4 3%	11 5%	7 4%	3 2%	2 2%	3 2%	8 4%	9 3%	8 4%	6 3%	1 2%	1 4%	2 2%	5 6%	4 4%	2 3%	2 5%	2 3%	4 3%	5 5%	2 2%	- -	6 3%	19 4%	8 5%
When I was worried I'd make a mistake	29 3%	15 3%	14 3%	4 3%	11 5%	6 4%	4 2%	2 3%	1 1%	7 3%	6 2%	3 2%	13 6%	- -	3 8%	5 5%	1 2%	2 2%	4 6%	3 8%	1 1%	3 2%	5 4%	3 3%	- -	4 2%	17 4%	9 7%
When I didn't trust my own judgement	27 3%	12 3%	14 3%	2 1%	11 5%	4 2%	3 2%	4 5%	3 2%	3 1%	10 4%	6 3%	8 3%	* *	- -	3 3%	3 5%	4 5%	2 3%	1 1%	- -	7 5%	5 5%	1 1%	- -	6 3%	14 3%	8 6%
When I couldn't speak for myself	22 2%	13 3%	9 2%	3 2%	6 3%	7 4%	1 1%	1 1%	4 3%	7 3%	9 3%	4 2%	1 *	2 2%	2 6%	2 1%	1 1%	1 1%	3 4%	2 4%	1 1%	3 2%	3 3%	2 3%	1 3%	5 3%	12 3%	10 7%
Other	69 7%	35 8%	33 7%	13 8%	15 7%	11 6%	12 8%	8 9%	11 8%	20 9%	23 8%	11 6%	15 7%	4 5%	2 5%	4 3%	7 10%	2 3%	10 14%	1 3%	8 11%	14 11%	7 7%	4 4%	5 17%	9 5%	35 8%	13 9%
None of the above	505 55%	241 55%	264 54%	94 63%	107 47%	78 45%	88 55%	47 58%	91 69%	123 55%	150 55%	110 55%	122 54%	47 59%	16 45%	54 51%	39 52%	50 59%	36 54%	19 43%	43 57%	67 50%	65 60%	51 59%	18 65%	102 53%	224 53%	53 37%
Don't know	21 2%	13 3%	7 1%	7 5%	5 2%	4 3%	2 1%	- -	2 2%	3 1%	7 3%	10 5%	1 *	2 2%	- -	5 5%	4 6%	3 3%	- -	- -	1 1%	3 3%	2 2%	1 1%	- -	2 1%	8 2%	1 1%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 23

Q7. In which, if any, of the following situations have you allowed a friend or family member to access your bank account using your online login details or by using your debit or credit card?

Base: All respondents who have ever allowed a friend or family member to access their bank account using their online login details or by using their debit or credit card

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	890	359	200	159	459	32	40
Weighted base	923	358	205	153	492	32	42
When I was too unwell to leave the house	155 17%	83 23%	56 27%	27 17%	66 13%	4 11%	3 8%
When I was busy at work	131 14%	56 16%	34 17%	22 14%	62 13%	2 6%	11 26%
When I needed help to resolve a problem	75 8%	35 10%	26 12%	10 6%	33 7%	2 5%	5 12%
When I was in hospital	71 8%	37 10%	28 14%	9 6%	28 6%	1 5%	4 10%
When I was caring for someone else (e.g. an elderly or sick relative or new baby)	45 5%	19 5%	12 6%	7 5%	21 4%	1 5%	4 9%
When I didn't understand what I needed to do	31 3%	13 4%	7 3%	7 4%	15 3%	1 5%	1 3%
When I was worried I'd make a mistake	29 3%	15 4%	10 5%	5 3%	15 3%	-	-
When I didn't trust my own judgement	27 3%	11 3%	7 4%	3 2%	12 2%	2 7%	2 5%
When I couldn't speak for myself	22 2%	10 3%	5 2%	5 3%	9 2%	2 6%	-
Other	69 7%	35 10%	20 10%	15 10%	32 7%	-	1 3%
None of the above	505 55%	169 47%	92 45%	78 51%	296 60%	22 69%	18 41%
Don't know	21 2%	7 2%	4 2%	3 2%	5 1%	3 10%	5 12%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 24

Q7. In which, if any, of the following situations have you allowed a friend or family member to access your bank account using your online login details or by using your debit or credit card?

Base: All respondents who have ever allowed a friend or family member to access their bank account using their online login details or by using their debit or credit card

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Saving money (e.g. for a holiday or a rainy day)	Buying things or doing the shopping	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Finding the best deal for energy, broadband, banking or insurance	Managing your budget	Setting up a budget	Contacting your bank, energy or telecoms supplier, water company or landlord	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	890	395	182	133	136	112	112	106	81	76	70	65	55	448	21	26
Weighted base	923	416	191	148	148	128	123	115	87	82	76	75	60	460	22	26
When I was too unwell to leave the house	155 17%	90 22%	43 23%	34 23%	34 23%	36 29%	29 24%	24 21%	21 24%	17 21%	20 26%	25 33%	14 24%	64 14%	1 4%	* 2%
When I was busy at work	131 14%	92 22%	46 24%	45 30%	36 25%	35 28%	36 29%	33 29%	19 22%	32 39%	23 30%	24 31%	14 24%	36 8%	2 9%	2 7%
When I needed help to resolve a problem	75 8%	66 16%	44 23%	29 20%	27 18%	27 21%	22 18%	31 27%	21 24%	24 29%	17 23%	27 37%	18 30%	8 2%	-	* 2%
When I was in hospital	71 8%	43 10%	22 12%	15 10%	17 11%	18 14%	15 12%	15 14%	13 15%	11 14%	13 17%	11 15%	5 8%	27 6%	-	* 2%
When I was caring for someone else (e.g. an elderly or sick relative or new baby)	45 5%	33 8%	21 11%	17 11%	14 10%	14 11%	13 11%	10 9%	11 13%	10 12%	11 15%	10 13%	8 13%	10 2%	-	1 5%
When I didn't understand what I needed to do	31 3%	24 6%	16 8%	9 6%	12 8%	16 12%	14 11%	8 7%	6 7%	7 9%	6 8%	8 11%	9 15%	6 1%	-	-
When I was worried I'd make a mistake	29 3%	24 6%	12 6%	10 7%	9 6%	12 10%	13 10%	9 8%	8 10%	8 10%	7 10%	7 10%	7 11%	5 1%	-	-
When I didn't trust my own judgement	27 3%	20 5%	10 5%	5 4%	8 5%	9 7%	10 8%	11 10%	10 11%	4 5%	5 6%	10 14%	4 6%	5 1%	1 4%	-
When I couldn't speak for myself	22 2%	17 4%	8 4%	9 6%	7 5%	8 6%	9 7%	8 7%	5 6%	6 7%	6 8%	5 7%	4 7%	3 1%	1 7%	-
Other	69 7%	34 8%	10 5%	14 10%	19 13%	10 8%	10 8%	2 2%	2 2%	4 5%	6 7%	4 5%	4 7%	35 8%	-	-

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 24

Q7. In which, if any, of the following situations have you allowed a friend or family member to access your bank account using your online login details or by using your debit or credit card?

Base: All respondents who have ever allowed a friend or family member to access their bank account using their online login details or by using their debit or credit card

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Saving money (e.g. for a holiday or a rainy day)	Buying things or doing the shopping	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Finding the best deal for energy, broadband, banking or insurance	Managing your budget	Setting up a budget	Contacting your bank, energy or telecoms supplier, water company or landlord	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Weighted base	923	416	191	148	148	128	123	115	87	82	76	75	60	460	22	26
None of the above	505	174	87	59	54	50	48	52	40	30	29	19	23	304	8	19
		55%	42%	46%	40%	36%	39%	45%	46%	36%	38%	25%	39%	66%	35%	76%
Don't know	21	4	1	3	1	-	1	1	1	1	-	-	-	4	10	3
	2%	1%	1%	2%	1%	-	1%	1%	1%	1%	-	-	-	1%	47%	12%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 25
Gender
Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Pri-vate	Opin-ion Influ-encer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
Male	1021	1021	-	94	176	162	178	167	243	312	273	207	230	79	39	112	90	105	67	52	104	144	120	82	28	163	460	127
	49%	100%	-	40%	49%	49%	48%	54%	50%	55%	46%	49%	45%	45%	46%	48%	53%	58%	45%	51%	53%	52%	42%	46%	44%	43%	55%	58%
Female	1072	-	1072	138	185	172	192	143	241	260	315	218	279	98	46	122	81	75	81	49	91	131	164	98	35	215	369	93
	51%	-	100%	60%	51%	51%	52%	46%	50%	45%	54%	51%	55%	55%	54%	52%	47%	42%	55%	49%	47%	48%	58%	54%	56%	57%	45%	42%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 26
Gender
Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
Male	1021 49%	321 41%	157 38%	165 44%	621 54%	33 50%	47 52%
Female	1072 51%	466 59%	253 62%	212 56%	530 46%	33 50%	43 48%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 27
Gender
Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
Male	1021 49%	338 46%	154 51%	114 47%	102 45%	90 41%	95 45%	81 45%	69 49%	68 48%	59 43%	68 61%	43 43%	642 50%	20 51%	21 49%
Female	1072 51%	390 54%	150 49%	128 53%	127 55%	127 59%	116 55%	98 55%	72 51%	73 52%	78 57%	43 39%	57 57%	642 50%	19 49%	21 51%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 28
Age
Base: All respondents

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Pri-vate	Opin-ion Influ-encer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
18-24	232 11%	94 9%	138 13%	232 100%	-	-	-	-	-	69 12%	80 14%	43 10%	40 8%	18 10%	9 11%	27 12%	19 11%	16 9%	23 15%	2 2%	14 7%	55 20%	30 11%	17 10%	2 3%	49 13%	92 11%	35 16%
25-34	362 17%	176 17%	185 17%	-	362 100%	-	-	-	-	92 16%	101 17%	90 21%	78 15%	24 14%	13 16%	35 15%	31 18%	47 26%	20 13%	13 13%	27 14%	60 22%	48 17%	34 19%	8 13%	97 26%	204 25%	62 28%
35-44	335 16%	162 16%	172 16%	-	-	335 100%	-	-	-	82 14%	94 16%	74 17%	85 17%	40 23%	16 19%	34 14%	27 16%	26 15%	27 18%	20 20%	31 16%	38 14%	40 14%	27 15%	8 13%	88 23%	173 21%	45 20%
45-54	370 18%	178 17%	192 18%	-	-	-	370 100%	-	-	68 12%	113 19%	77 18%	112 22%	24 14%	16 19%	43 19%	30 18%	25 20%	19 17%	34 19%	42 15%	48 17%	38 21%	14 22%	85 22%	191 23%	28 13%	
55-64	310 15%	167 16%	143 13%	-	-	-	-	310 100%	-	89 16%	70 12%	61 14%	90 18%	24 14%	12 14%	43 18%	32 19%	16 9%	22 15%	18 17%	30 15%	27 10%	41 14%	28 15%	17 27%	52 14%	130 16%	21 10%
65+	484 23%	243 24%	241 23%	-	-	-	-	-	484 100%	170 30%	130 22%	80 19%	104 20%	46 26%	18 22%	51 22%	31 18%	39 21%	31 21%	30 29%	58 30%	52 19%	77 27%	37 20%	14 23%	8 2%	40 5%	29 13%
NET: 18-34	594 28%	270 26%	324 30%	232 100%	362 100%	-	-	-	-	162 28%	181 31%	133 31%	118 23%	42 24%	23 27%	63 27%	51 30%	63 35%	42 29%	15 15%	41 21%	115 42%	78 28%	51 28%	10 16%	145 38%	296 36%	98 44%
NET: 35-54	705 34%	341 33%	364 34%	-	-	335 100%	370 100%	-	-	150 26%	208 35%	151 35%	197 39%	65 37%	32 38%	77 33%	57 33%	62 35%	52 35%	39 39%	65 34%	81 29%	88 31%	65 36%	22 35%	172 46%	363 44%	73 33%
NET: 55+	794 38%	410 40%	384 36%	-	-	-	-	310 100%	484 100%	260 45%	199 34%	141 33%	194 38%	70 40%	30 36%	94 40%	63 37%	55 30%	54 36%	47 47%	88 45%	79 29%	118 42%	65 36%	31 49%	61 16%	170 21%	50 23%
Average age	47.94	48.91	47.01	21.95	29.98	39.28	49.56	59.30	71.29	49.72	46.79	45.94	48.93	48.05	47.55	48.45	46.66	45.94	47.08	52.58	51.31	43.71	49.30	48.03	51.54	40.15	42.04	41.07

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 29
Age
Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
18-24	232 11%	103 13%	76 18%	27 7%	95 8%	14 22%	21 23%
25-34	362 17%	140 18%	92 22%	48 13%	181 16%	17 27%	24 26%
35-44	335 16%	137 17%	82 20%	55 15%	168 15%	13 20%	17 19%
45-54	370 18%	166 21%	88 21%	78 21%	180 16%	13 19%	12 13%
55-64	310 15%	128 16%	51 12%	77 20%	171 15%	3 5%	8 9%
65+	484 23%	114 15%	22 5%	93 25%	356 31%	5 8%	9 10%
NET: 18-34	594 28%	242 31%	167 41%	75 20%	276 24%	32 48%	44 49%
NET: 35-54	705 34%	303 38%	170 42%	132 35%	348 30%	26 39%	28 32%
NET: 55+	794 38%	242 31%	72 18%	169 45%	527 46%	8 13%	17 19%
Average age	47.94	45.24	40.37	50.53	51.03	38.44	38.82

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 30
Age
Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
18-24	232 11%	131 18%	47 15%	53 22%	42 19%	39 18%	40 19%	37 21%	29 21%	34 25%	25 18%	18 16%	23 23%	77 6%	12 32%	12 28%
25-34	362 17%	194 27%	97 32%	54 22%	53 23%	91 42%	68 32%	68 38%	38 27%	51 36%	61 45%	46 41%	33 33%	152 12%	6 16%	10 23%
35-44	335 16%	135 19%	60 20%	35 15%	55 24%	43 20%	29 14%	30 17%	24 17%	19 13%	20 15%	13 12%	10 10%	178 14%	9 22%	13 32%
45-54	370 18%	119 16%	59 19%	33 14%	39 17%	24 11%	36 17%	26 15%	26 18%	17 12%	19 14%	14 12%	10 10%	242 19%	5 12%	5 12%
55-64	310 15%	73 10%	24 8%	28 12%	23 10%	11 5%	21 10%	10 6%	9 7%	9 7%	5 4%	15 13%	9 10%	236 18%	1 2%	-
65+	484 23%	76 10%	17 6%	38 16%	17 8%	9 4%	18 8%	7 4%	15 11%	10 7%	7 5%	7 6%	14 14%	399 31%	6 16%	2 6%
NET: 18-34	594 28%	325 45%	144 47%	107 44%	95 42%	130 60%	108 51%	105 59%	67 47%	85 61%	86 63%	64 57%	56 56%	229 18%	18 47%	21 50%
NET: 35-54	705 34%	254 35%	119 39%	68 28%	94 41%	67 31%	65 31%	56 31%	49 35%	36 26%	39 29%	26 24%	20 20%	420 33%	13 34%	18 44%
NET: 55+	794 38%	149 20%	41 13%	66 27%	40 17%	20 9%	39 18%	17 10%	25 17%	19 13%	12 9%	22 19%	23 23%	635 49%	7 18%	2 6%
Average age	47.94	40.61	38.83	42.10	39.87	35.68	39.33	35.90	39.57	36.56	35.88	38.55	39.61	52.76	39.45	35.29

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 31
Social Grade
Base: All respondents

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Pri-vate	Opin-ion Influ-encer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
A	137 7%	86 8%	52 5%	30 13%	17 5%	22 7%	15 4%	21 7%	34 7%	137 24%	-	-	-	12 7%	5 6%	14 6%	5 3%	9 5%	11 8%	8 8%	10 5%	27 10%	23 8%	10 5%	3 4%	23 6%	51 6%	26 12%
B	434 21%	226 22%	208 19%	39 17%	76 21%	60 18%	54 15%	69 22%	137 28%	434 76%	-	-	-	33 18%	21 25%	44 19%	28 16%	39 22%	40 27%	17 17%	46 24%	69 25%	53 19%	29 16%	16 26%	92 24%	160 19%	65 30%
C1	588 28%	273 27%	315 29%	80 34%	101 28%	94 28%	113 31%	70 22%	130 27%	-	588 100%	-	-	45 26%	18 21%	67 29%	51 30%	37 20%	38 25%	28 28%	51 26%	85 31%	82 29%	62 35%	23 36%	149 39%	239 29%	55 25%
C2	425 20%	207 20%	218 20%	43 19%	90 25%	74 22%	77 21%	61 20%	80 16%	-	-	425 100%	-	34 19%	13 15%	48 20%	47 28%	48 27%	23 16%	18 18%	38 19%	53 19%	58 20%	35 20%	9 15%	66 18%	215 26%	45 20%
D	258 12%	129 13%	129 12%	30 13%	58 16%	44 13%	60 16%	41 13%	24 5%	-	-	-	258 51%	21 12%	14 16%	32 14%	22 13%	22 12%	21 14%	18 17%	25 13%	19 7%	39 14%	23 13%	3 4%	43 11%	158 19%	19 9%
E	251 12%	101 10%	150 14%	10 4%	20 5%	40 12%	52 14%	49 16%	80 17%	-	-	-	251 49%	31 17%	15 17%	29 12%	17 10%	26 14%	15 10%	12 12%	25 13%	22 8%	29 10%	21 12%	9 15%	4 1%	7 1%	10 4%
NET: AB	571 27%	312 31%	260 24%	69 30%	92 26%	82 24%	68 18%	89 29%	170 35%	571 100%	-	-	-	45 25%	26 31%	58 25%	33 19%	48 27%	51 35%	25 25%	56 29%	96 35%	76 27%	38 21%	19 30%	115 31%	211 25%	91 41%
NET: ABC1	1159 55%	584 57%	575 54%	149 64%	194 54%	176 53%	181 49%	159 51%	300 62%	571 100%	588 100%	-	-	90 51%	44 51%	125 54%	84 49%	85 47%	89 60%	54 53%	107 55%	181 66%	158 56%	101 56%	41 66%	265 70%	450 54%	146 66%
NET: C2DE	934 45%	437 43%	497 46%	83 36%	168 46%	158 47%	189 51%	151 49%	184 38%	-	-	425 100%	509 100%	86 49%	41 49%	108 46%	86 51%	96 53%	59 40%	48 47%	88 45%	93 34%	126 44%	80 44%	21 34%	114 30%	380 46%	74 34%
NET: DE	509 24%	230 23%	279 26%	40 17%	78 21%	85 25%	112 30%	90 29%	104 22%	-	-	-	509 100%	52 30%	28 33%	61 26%	39 23%	47 26%	36 24%	30 29%	50 26%	40 15%	68 24%	44 25%	12 19%	47 12%	165 20%	29 13%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 32
Social Grade
Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
A	137 7%	47 6%	24 6%	23 6%	80 7%	2 3%	8 9%
B	434 21%	133 17%	54 13%	79 21%	276 24%	11 17%	14 16%
C1	588 28%	234 30%	132 32%	102 27%	308 27%	21 33%	24 27%
C2	425 20%	137 17%	64 15%	73 20%	251 22%	14 22%	22 25%
D	258 12%	85 11%	42 10%	43 11%	156 14%	7 11%	9 10%
E	251 12%	151 19%	94 23%	57 15%	79 7%	9 14%	12 13%
NET: AB	571 27%	180 23%	79 19%	101 27%	356 31%	13 21%	22 25%
NET: ABC1	1159 55%	414 53%	211 51%	203 54%	664 58%	35 53%	46 52%
NET: C2DE	934 45%	373 47%	199 49%	174 46%	487 42%	30 47%	43 48%
NET: DE	509 24%	236 30%	136 33%	100 27%	236 20%	16 25%	21 23%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 33
Social Grade
Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
A	137 7%	50 7%	18 6%	14 6%	11 5%	21 10%	13 6%	16 9%	12 8%	16 11%	14 10%	7 6%	9 9%	83 7%	3 7%	1 3%
B	434 21%	134 18%	48 16%	41 17%	40 17%	42 19%	39 18%	32 18%	25 18%	23 16%	24 17%	25 23%	14 14%	284 22%	6 16%	9 22%
C1	588 28%	215 30%	83 27%	83 34%	68 30%	72 33%	61 29%	59 33%	54 38%	41 29%	51 37%	31 28%	28 28%	348 27%	11 28%	14 33%
C2	425 20%	141 19%	69 23%	48 20%	40 17%	38 17%	41 20%	28 15%	18 13%	22 16%	20 15%	15 14%	21 21%	265 21%	11 28%	8 20%
D	258 12%	111 15%	51 17%	34 14%	31 13%	28 13%	29 14%	33 18%	23 16%	21 15%	16 12%	20 18%	13 13%	137 11%	4 10%	6 13%
E	251 12%	76 10%	35 12%	22 9%	39 17%	16 7%	27 13%	13 7%	9 7%	17 12%	12 8%	13 12%	14 15%	167 13%	4 11%	4 9%
NET: AB	571 27%	184 25%	66 22%	55 23%	51 22%	63 29%	52 25%	47 26%	37 26%	39 28%	38 28%	32 29%	24 24%	367 29%	9 23%	11 25%
NET: ABC1	1159 55%	400 55%	149 49%	138 57%	119 52%	135 62%	113 54%	106 59%	91 64%	80 57%	89 65%	63 57%	51 52%	716 56%	20 51%	24 58%
NET: C2DE	934 45%	328 45%	156 51%	104 43%	110 48%	82 38%	98 46%	73 41%	50 36%	60 43%	48 35%	48 43%	48 48%	569 44%	19 49%	18 42%
NET: DE	509 24%	187 26%	87 29%	56 23%	70 31%	44 20%	56 27%	45 25%	32 23%	38 27%	28 20%	33 30%	27 27%	304 24%	8 21%	9 22%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 34
GO Region
Base: All respondents

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber-side	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Northern Ire-land	Public	Pri- vate	Opin- ion Influ- encer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
Scotland	177	79	98	18	24	40	24	24	46	45	45	34	52	177	-	-	-	-	-	-	-	-	-	-	-	36	64	21
	8%	8%	9%	8%	7%	12%	7%	8%	10%	8%	8%	8%	10%	100%	-	-	-	-	-	-	-	-	-	-	-	9%	8%	10%
North East	85	39	46	9	13	16	16	12	18	26	18	13	28	-	85	-	-	-	-	-	-	-	-	-	-	17	29	6
	4%	4%	4%	4%	4%	5%	4%	4%	4%	5%	3%	3%	6%	-	100%	-	-	-	-	-	-	-	-	-	-	5%	3%	3%
North West	234	112	122	27	35	34	43	43	51	58	67	48	61	-	-	234	-	-	-	-	-	-	-	-	-	50	76	26
	11%	11%	11%	12%	10%	10%	12%	14%	11%	10%	11%	11%	12%	-	-	100%	-	-	-	-	-	-	-	-	-	13%	9%	12%
Yorkshire & Humber-side	171	90	81	19	31	27	30	32	31	33	51	47	39	-	-	-	171	-	-	-	-	-	-	-	-	31	79	14
	8%	9%	8%	8%	9%	8%	8%	10%	6%	6%	9%	11%	8%	-	-	-	100%	-	-	-	-	-	-	-	-	8%	10%	7%
West Midlands	181	105	75	16	47	26	36	16	39	48	37	48	47	-	-	-	181	-	-	-	-	-	-	-	-	36	71	15
	9%	10%	7%	7%	13%	8%	10%	5%	8%	8%	6%	11%	9%	-	-	-	100%	-	-	-	-	-	-	-	-	10%	9%	7%
East Midlands	148	67	81	23	20	27	25	22	31	51	38	23	36	-	-	-	-	148	-	-	-	-	-	-	-	17	58	18
	7%	7%	8%	10%	5%	8%	7%	7%	6%	9%	6%	5%	7%	-	-	-	-	100%	-	-	-	-	-	-	-	5%	7%	8%
Wales	102	52	49	2	13	20	19	18	30	25	28	18	30	-	-	-	-	-	102	-	-	-	-	-	-	16	34	11
	5%	5%	5%	1%	4%	6%	5%	6%	6%	4%	5%	4%	6%	-	-	-	-	-	100%	-	-	-	-	-	-	4%	4%	5%
Eastern	195	104	91	14	27	31	34	30	58	56	51	38	50	-	-	-	-	-	-	195	-	-	-	-	-	26	87	17
	9%	10%	9%	6%	8%	9%	9%	10%	12%	10%	9%	9%	10%	-	-	-	-	-	-	100%	-	-	-	-	-	7%	10%	8%
London	274	144	131	55	60	38	42	27	52	96	85	53	40	-	-	-	-	-	-	-	274	-	-	-	-	57	129	51
	13%	14%	12%	24%	17%	11%	11%	9%	11%	17%	14%	12%	8%	-	-	-	-	-	-	-	100%	-	-	-	-	15%	16%	23%
South East	284	120	164	30	48	40	48	41	77	76	82	58	68	-	-	-	-	-	-	-	-	-	284	-	-	45	114	21
	14%	12%	15%	13%	13%	12%	13%	13%	16%	13%	14%	14%	13%	-	-	-	-	-	-	-	-	-	100%	-	-	12%	14%	10%
South West	181	82	98	17	34	27	38	28	37	38	62	35	44	-	-	-	-	-	-	-	-	-	-	181	-	36	65	15
	9%	8%	9%	7%	9%	8%	10%	9%	8%	7%	11%	8%	9%	-	-	-	-	-	-	-	-	-	-	100%	-	9%	8%	7%
Northern Ireland	63	28	35	2	8	8	14	17	14	19	23	9	12	-	-	-	-	-	-	-	-	-	-	-	63	12	23	3
	3%	3%	3%	1%	2%	2%	4%	5%	3%	3%	4%	2%	2%	-	-	-	-	-	-	-	-	-	-	-	100%	3%	3%	2%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 35
GO Region
Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
Scotland	177 8%	74 9%	41 10%	33 9%	91 8%	5 8%	7 7%
North East	85 4%	37 5%	17 4%	20 5%	46 4%	1 1%	1 2%
North West	234 11%	75 10%	46 11%	29 8%	139 12%	10 16%	10 11%
Yorkshire & Humberside	171 8%	53 7%	27 7%	26 7%	99 9%	8 12%	10 11%
West Midlands	181 9%	66 8%	32 8%	34 9%	106 9%	5 7%	4 5%
East Midlands	148 7%	55 7%	27 7%	28 7%	80 7%	3 5%	10 11%
Wales	102 5%	34 4%	13 3%	21 6%	61 5%	2 3%	5 5%
Eastern	195 9%	68 9%	34 8%	33 9%	107 9%	12 18%	8 9%
London	274 13%	92 12%	49 12%	42 11%	155 13%	9 14%	18 20%
South East	284 14%	109 14%	61 15%	48 13%	157 14%	6 9%	12 13%
South West	181 9%	103 13%	49 12%	54 14%	69 6%	4 7%	4 5%
Northern Ireland	63 3%	23 3%	14 3%	9 2%	40 3%	-	-

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 36
GO Region
Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
Scotland	177	73	29	29	29	26	20	15	12	9	13	11	12	98	2	4
	8%	10%	9%	12%	12%	12%	9%	9%	8%	7%	10%	10%	12%	8%	5%	10%
North East	85	29	9	4	10	7	8	7	3	3	3	2	6	55	-	2
	4%	4%	3%	2%	4%	3%	4%	4%	2%	2%	2%	2%	6%	4%	-	4%
North West	234	62	24	18	18	18	15	19	9	14	11	9	7	161	5	5
	11%	9%	8%	7%	8%	8%	7%	10%	6%	10%	8%	8%	7%	13%	13%	11%
Yorkshire & Humberside	171	54	21	18	19	20	20	17	7	11	13	5	8	108	2	7
	8%	7%	7%	8%	8%	9%	9%	10%	5%	8%	10%	5%	8%	8%	5%	16%
West Midlands	181	71	24	21	23	20	14	10	11	6	16	13	6	103	5	1
	9%	10%	8%	9%	10%	9%	7%	6%	7%	4%	12%	11%	6%	8%	14%	2%
East Midlands	148	51	23	11	16	18	16	19	15	15	7	8	6	92	4	2
	7%	7%	8%	5%	7%	8%	8%	10%	10%	11%	5%	7%	6%	7%	9%	6%
Wales	102	40	16	13	17	15	13	8	10	7	5	6	5	58	1	2
	5%	6%	5%	6%	7%	7%	6%	5%	7%	5%	4%	5%	5%	5%	3%	4%
Eastern	195	65	30	22	21	20	24	11	17	13	10	11	6	121	6	3
	9%	9%	10%	9%	9%	9%	11%	6%	12%	9%	8%	10%	7%	9%	15%	7%
London	274	115	55	39	33	33	29	30	24	21	26	23	18	148	2	8
	13%	16%	18%	16%	14%	15%	14%	17%	17%	15%	19%	21%	18%	12%	6%	19%
South East	284	99	44	44	24	29	31	31	22	28	19	14	16	176	5	4
	14%	14%	14%	18%	10%	14%	15%	17%	16%	20%	14%	12%	16%	14%	13%	4%
South West	181	55	25	18	18	9	19	10	13	12	13	9	8	116	5	4
	9%	8%	8%	8%	8%	4%	9%	6%	9%	8%	10%	8%	8%	9%	12%	11%
Northern Ireland	63	13	5	5	2	2	3	1	-	2	-	1	1	48	2	-
	3%	2%	2%	2%	1%	1%	1%	1%	-	1%	-	1%	1%	4%	5%	-

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 37
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Pri-vate	Opin-ion Influ-encer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
Yes	1308	629	679	192	261	200	204	175	276	427	371	263	248	112	45	146	108	105	97	53	110	199	173	110	51	269	577	181
	63%	62%	63%	83%	72%	60%	55%	57%	57%	75%	63%	62%	49%	63%	52%	63%	63%	58%	66%	52%	57%	73%	61%	61%	82%	71%	70%	82%
No	785	392	393	40	101	134	166	135	208	145	217	162	261	65	41	88	63	76	51	49	85	75	111	71	12	109	252	39
	37%	38%	37%	17%	28%	40%	45%	43%	43%	25%	37%	38%	51%	37%	48%	37%	37%	42%	34%	48%	43%	27%	39%	39%	18%	29%	30%	18%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 38
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
Yes	1308 63%	452 57%	228 56%	224 59%	768 67%	35 53%	54 60%
No	785 37%	335 43%	183 44%	153 41%	383 33%	31 47%	35 40%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 39
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
Yes	1308 63%	508 70%	207 68%	176 73%	151 66%	168 77%	142 67%	129 72%	102 72%	98 70%	99 72%	74 66%	65 66%	758 59%	22 57%	20 47%
No	785 37%	219 30%	98 32%	66 27%	78 34%	49 23%	69 33%	49 28%	39 28%	42 30%	38 28%	37 34%	34 34%	526 41%	17 43%	22 53%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 40
Opinion Influencer
Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land		Public	Pri-vate
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
Yes	220 11%	127 12%	93 9%	35 15%	62 17%	45 13%	28 8%	21 7%	29 6%	91 16%	55 9%	45 11%	29 6%	21 12%	6 8%	26 11%	14 8%	15 8%	18 12%	11 11%	17 9%	51 19%	21 7%	15 8%	3 5%	55 15%	107 13%	220 100%
No	1873 89%	894 88%	979 91%	197 85%	299 83%	290 87%	342 92%	289 93%	455 94%	480 84%	533 91%	380 89%	480 94%	155 88%	79 92%	208 89%	156 92%	166 92%	130 88%	90 89%	178 91%	223 81%	263 93%	166 92%	59 95%	323 85%	722 87%	-

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 41
Opinion Influencer
Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
Yes	220 11%	86 11%	40 10%	46 12%	119 10%	10 15%	5 6%
No	1873 89%	701 89%	370 90%	331 88%	1032 90%	55 85%	84 94%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 42
Opinion Influencer
Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
Yes	220 11%	135 19%	55 18%	47 19%	40 17%	57 27%	39 18%	43 24%	28 20%	29 21%	42 31%	31 28%	19 19%	81 6%	3 7%	2 4%
No	1873 89%	593 81%	249 82%	195 81%	189 83%	159 73%	173 82%	136 76%	113 80%	111 79%	95 69%	80 72%	80 81%	1204 94%	36 93%	40 96%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 43
Tenure
Base: All respondents

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Pri-vate	Opin-ion Influ-encer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
NET: Homeowners	1356	687	669	137	175	192	243	225	384	467	364	301	225	103	51	150	102	112	93	79	140	169	192	117	48	239	533	146
	65%	67%	62%	59%	48%	58%	66%	73%	79%	82%	62%	71%	44%	58%	60%	64%	60%	62%	63%	78%	72%	62%	68%	65%	76%	63%	64%	67%
Owned outright - without mortgage	756	383	373	54	39	52	107	149	355	271	190	149	147	55	29	83	56	50	45	46	90	81	124	70	26	78	204	51
	36%	38%	35%	23%	11%	16%	29%	48%	73%	47%	32%	35%	29%	31%	34%	36%	33%	28%	31%	46%	46%	29%	44%	39%	41%	21%	25%	23%
Owned with a mortgage or loan	600	304	296	83	136	140	136	76	30	196	174	152	79	47	22	67	46	62	47	33	51	88	68	47	22	161	329	96
	29%	30%	28%	36%	37%	42%	37%	25%	6%	34%	30%	36%	15%	27%	26%	29%	27%	34%	32%	32%	26%	32%	24%	26%	35%	43%	40%	44%
NET: Renters	702	319	383	82	175	138	125	84	98	98	209	120	276	72	34	79	67	60	54	21	51	99	89	63	13	134	284	70
	34%	31%	36%	35%	48%	41%	34%	27%	20%	17%	35%	28%	54%	41%	40%	34%	39%	33%	36%	21%	26%	36%	31%	35%	21%	35%	34%	32%
NET: Rent from Council/ Housing Association	417	183	234	42	79	78	86	62	70	35	115	71	196	47	24	53	45	41	28	11	31	54	45	29	8	77	138	46
	20%	18%	22%	18%	22%	23%	23%	20%	14%	6%	20%	17%	39%	27%	29%	23%	27%	23%	19%	11%	16%	20%	16%	16%	13%	20%	17%	21%
Rented from the council	272	116	156	21	60	49	59	42	41	18	81	49	124	35	17	31	34	27	23	4	18	37	27	11	8	59	98	28
	13%	11%	15%	9%	17%	15%	16%	14%	9%	3%	14%	12%	24%	20%	20%	13%	20%	15%	16%	4%	9%	13%	9%	6%	13%	15%	12%	13%
Rented from a housing association	145	67	79	22	19	30	27	20	28	17	34	22	72	12	8	22	11	14	5	7	13	17	18	18	1	18	39	17
	7%	7%	7%	9%	5%	9%	7%	6%	6%	3%	6%	5%	14%	7%	9%	10%	7%	8%	3%	7%	6%	6%	6%	10%	1%	5%	5%	8%
Rented from someone else	285	136	148	40	95	60	39	22	28	63	94	49	80	25	10	26	21	19	26	10	20	45	44	34	5	57	146	24
	14%	13%	14%	17%	26%	18%	11%	7%	6%	11%	16%	12%	16%	14%	12%	11%	12%	11%	17%	10%	10%	16%	15%	19%	7%	15%	18%	11%
Rent free	35	15	20	13	13	4	2	*	2	7	15	5	8	1	-	4	2	8	2	1	4	6	3	1	2	6	13	3
	2%	1%	2%	6%	3%	1%	1%	*	*	1%	3%	1%	2%	1%	-	2%	1%	4%	1%	1%	2%	2%	1%	*	3%	2%	2%	1%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 44
Tenure
Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
NET: Homeowners	1356	447	196	251	818	35	57
	65%	57%	48%	67%	71%	53%	63%
Owned outright - without mortgage	756	232	89	144	480	20	23
	36%	30%	22%	38%	42%	31%	26%
Owned with a mortgage or loan	600	215	107	108	337	15	34
	29%	27%	26%	29%	29%	22%	38%
NET: Renters	702	324	203	121	322	27	29
	34%	41%	50%	32%	28%	41%	33%
NET: Rent from Council/ Housing Association	417	196	123	73	185	19	17
	20%	25%	30%	19%	16%	29%	19%
Rented from the council	272	116	73	43	133	11	12
	13%	15%	18%	11%	12%	17%	13%
Rented from a housing association	145	80	50	30	52	8	5
	7%	10%	12%	8%	5%	12%	6%
Rented from someone else	285	128	80	48	137	8	12
	14%	16%	19%	13%	12%	12%	13%
Rent free	35	16	11	5	11	4	4
	2%	2%	3%	1%	1%	6%	4%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 45
Tenure
Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
NET: Homeowners	1356	425	152	160	132	122	131	109	95	75	82	69	59	893	19	20
	65%	58%	50%	66%	58%	56%	62%	61%	68%	53%	60%	61%	59%	70%	48%	47%
Owned outright - without mortgage	756	169	51	69	43	31	49	28	39	25	22	19	29	569	8	9
	36%	23%	17%	29%	19%	14%	23%	16%	27%	18%	16%	17%	29%	44%	22%	22%
Owned with a mortgage or loan	600	256	100	91	89	91	82	80	57	49	60	50	30	324	10	11
	29%	35%	33%	37%	39%	42%	39%	45%	40%	35%	44%	45%	31%	25%	27%	25%
NET: Renters	702	287	147	77	90	88	76	66	42	64	52	39	39	378	17	20
	34%	39%	48%	32%	39%	41%	36%	37%	30%	46%	38%	35%	39%	29%	43%	47%
NET: Rent from Council/ Housing Association	417	162	83	38	53	42	49	31	21	38	26	26	25	233	11	10
	20%	22%	27%	16%	23%	19%	23%	18%	15%	27%	19%	23%	25%	18%	29%	25%
Rented from the council	272	106	53	25	29	34	34	20	16	27	19	14	17	152	9	6
	13%	15%	17%	10%	13%	15%	16%	11%	11%	19%	14%	13%	17%	12%	23%	13%
Rented from a housing association	145	56	30	13	25	8	15	11	5	12	6	12	8	82	2	5
	7%	8%	10%	5%	11%	4%	7%	6%	4%	8%	5%	10%	8%	6%	6%	11%
Rented from someone else	285	125	64	39	36	46	28	34	21	26	26	13	14	145	5	9
	14%	17%	21%	16%	16%	21%	13%	19%	15%	19%	19%	12%	14%	11%	14%	22%
Rent free	35	16	5	5	7	7	4	4	3	2	3	4	1	13	3	2
	2%	2%	2%	2%	3%	3%	2%	2%	2%	1%	2%	4%	1%	1%	8%	6%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 46
What is the highest educational level that you have achieved to date?
Base: All respondents

	Gender			Age						Social Grade				Region								Employment Sector			Opinion Influencer			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	South East	South West	North Ireland		Public	Private	
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
No formal education	14 1%	6 1%	9 1%	-	5 1%	1 *	4 1%	1 *	2 *	-	2 *	5 1%	7 1%	1 *	2 2%	2 1%	1 1%	1 *	3 2%	1 1%	1 *	1 *	-	2 3%	-	6 1%	1 1%	
Primary	6 *	3 *	3 *	-	1 *	-	* *	-	4 1%	-	1 *	1 *	5 1%	-	-	-	1 *	1 1%	-	1 1%	-	1 *	1 *	-	1 2%	-	1 *	-
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	948 45%	425 42%	523 49%	97 42%	117 32%	147 44%	217 59%	166 54%	204 42%	135 24%	255 43%	245 58%	312 61%	75 42%	41 48%	122 52%	76 44%	84 46%	71 48%	49 48%	100 51%	74 27%	142 50%	81 45%	35 56%	139 37%	383 46%	49 22%
University degree or equivalent professional qualification, NVQ level 4, etc.	805 38%	411 40%	394 37%	81 35%	141 39%	137 41%	115 31%	110 35%	220 45%	293 51%	243 41%	123 29%	147 29%	74 42%	34 40%	83 36%	67 39%	59 33%	53 36%	36 35%	68 35%	135 49%	107 38%	74 41%	14 23%	153 40%	330 40%	101 46%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	268 13%	149 15%	120 11%	19 8%	85 24%	46 14%	34 9%	32 10%	52 11%	132 23%	66 11%	37 9%	33 6%	21 12%	6 7%	25 11%	22 13%	27 15%	15 10%	15 15%	23 12%	55 20%	27 10%	21 12%	10 17%	84 22%	105 13%	59 27%
Still in full time education	43 2%	23 2%	20 2%	34 15%	8 2%	1 *	-	-	-	8 1%	20 3%	12 3%	3 1%	6 3%	2 2%	1 1%	3 2%	8 5%	7 4%	-	2 1%	6 2%	4 1%	3 2%	-	1 *	1 *	9 4%
Don't know	2 *	-	2 *	-	-	2 1%	-	-	-	-	1 *	-	1 *	-	-	-	-	1 *	-	-	-	1 *	-	-	-	-	2 *	-
Prefer not to answer	6 *	5 *	2 *	1 *	4 1%	-	-	* *	1 *	3 *	1 *	1 *	2 *	-	1 1%	-	1 1%	-	-	-	1 *	-	2 1%	2 1%	-	2 1%	2 *	2 1%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 47
What is the highest educational level that you have achieved to date?
Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
No formal education	14 1%	7 1%	3 1%	4 1%	5 *	-	3 4%
Primary	6 *	1 *	1 *	-	6 *	-	-
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	948 45%	355 45%	201 49%	154 41%	527 46%	27 42%	38 43%
University degree or equivalent professional qualification, NVQ level 4, etc.	805 38%	313 40%	146 36%	166 44%	436 38%	23 35%	33 37%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	268 13%	93 12%	48 12%	45 12%	153 13%	11 16%	11 13%
Still in full time education	43 2%	17 2%	11 3%	6 2%	18 2%	4 5%	4 4%
Don't know	2 *	1 *	-	1 *	1 *	-	-
Prefer not to answer	6 *	1 *	-	1 *	5 *	1 1%	-

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 48

What is the highest educational level that you have achieved to date?**Base: All respondents**

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?																
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know	
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46	
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42	
No formal education	14 1%	7 1%	3 1%	1 *	- -	- -	* *	1 1%	- -	* *	2 1%	* *	2 2%	6 *	- -	1 2%	
Primary	6 *	* *	- -	- -	- -	- -	- -	- -	* *	- -	- -	* *	- -	6 *	- -	- -	
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	948 45%	298 41%	140 46%	101 42%	98 43%	80 37%	85 40%	67 38%	45 32%	44 31%	44 32%	37 33%	33 33%	612 48%	20 52%	18 43%	
University degree or equivalent professional qualification, NVQ level 4, etc.	805 38%	291 40%	112 37%	100 41%	87 38%	94 43%	91 43%	73 41%	72 51%	70 50%	51 37%	45 40%	44 44%	487 38%	12 32%	15 35%	
Higher university degree, doctorate, MBA, NVQ level 5, etc.	268 13%	107 15%	41 13%	33 14%	36 16%	35 16%	29 14%	30 17%	18 13%	21 15%	35 25%	26 23%	15 15%	152 12%	4 9%	5 12%	
Still in full time education	43 2%	20 3%	6 2%	7 3%	7 3%	6 3%	5 3%	6 4%	6 4%	5 3%	5 3%	1 1%	4 4%	18 1%	2 6%	2 5%	
Don't know	2 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	1 1%	- -	
Prefer not to answer	6 *	2 *	2 1%	1 1%	* *	1 1%	2 1%	1 1%	- -	* *	1 1%	2 2%	1 1%	3 *	- -	1 3%	

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 49

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Pri-vate	Opin-ion Influ-encer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
Yes - responsible for half or more of the items bought	1887 90%	873 86%	1014 95%	148 64%	332 92%	326 97%	354 96%	290 93%	438 90%	501 88%	524 89%	396 93%	466 92%	167 95%	77 90%	210 90%	157 92%	158 88%	131 88%	92 90%	177 91%	244 89%	256 90%	165 92%	53 84%	352 93%	756 91%	200 91%
No - not responsible for most of the items bought	206 10%	148 14%	58 5%	84 36%	30 8%	8 3%	16 4%	20 7%	46 10%	70 12%	64 11%	29 7%	42 8%	10 5%	9 10%	24 10%	13 8%	23 12%	17 12%	10 10%	18 9%	30 11%	28 10%	15 8%	10 16%	27 7%	73 9%	20 9%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 50

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
Yes - responsible for half or more of the items bought	1887 90%	715 91%	363 89%	351 93%	1042 91%	57 88%	73 81%
No - not responsible for most of the items bought	206 10%	72 9%	47 11%	25 7%	109 9%	8 12%	17 19%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 51

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?

	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
Yes - responsible for half or more of the items bought	1887 90%	645 89%	277 91%	206 85%	204 89%	190 88%	180 85%	155 86%	124 88%	117 83%	125 91%	93 84%	85 86%	1179 92%	29 76%	34 81%
No - not responsible for most of the items bought	206 10%	83 11%	27 9%	36 15%	25 11%	26 12%	31 15%	24 14%	17 12%	24 17%	12 9%	18 16%	14 14%	106 8%	9 24%	8 19%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 52
How many cars are there in your household?
Base: All respondents

	Gender			Age						Social Grade				Region										Employment Sector			Opinion Influencer	
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public		Pri-vate
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
No cars in the household	439	208	232	54	86	80	91	66	62	67	144	55	174	43	22	56	43	33	23	12	27	100	45	29	6	71	154	32
	21%	20%	22%	23%	24%	24%	24%	21%	13%	12%	24%	13%	34%	24%	26%	24%	25%	18%	16%	12%	14%	36%	16%	16%	9%	19%	19%	15%
NET: Any	1654	814	840	178	276	254	280	243	422	505	444	370	335	134	63	177	127	148	125	89	168	175	239	152	57	307	676	188
	79%	80%	78%	77%	76%	76%	76%	79%	87%	88%	76%	87%	66%	76%	74%	76%	75%	82%	84%	88%	86%	64%	84%	84%	91%	81%	81%	85%
1	849	421	428	41	129	142	138	142	258	218	250	170	211	88	35	89	77	74	69	49	78	91	112	68	19	130	325	70
	41%	41%	40%	18%	36%	42%	37%	46%	53%	38%	42%	40%	41%	50%	41%	38%	45%	41%	47%	49%	40%	33%	39%	38%	30%	34%	39%	32%
2	612	311	302	75	120	101	99	76	141	217	151	147	97	33	21	72	44	61	40	31	65	65	85	65	30	137	258	95
	29%	30%	28%	32%	33%	30%	27%	25%	29%	38%	26%	35%	19%	18%	25%	31%	26%	34%	27%	31%	34%	24%	30%	36%	47%	36%	31%	43%
3+	192	82	111	62	28	11	42	25	24	69	44	53	26	13	7	16	6	13	15	9	25	19	42	19	8	40	93	23
	9%	8%	10%	27%	8%	3%	11%	8%	5%	12%	7%	12%	5%	7%	8%	7%	4%	7%	10%	8%	13%	7%	15%	11%	13%	11%	11%	10%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 53
How many cars are there in your household?
Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
No cars in the household	439 21%	206 26%	129 31%	77 20%	183 16%	19 30%	32 35%
NET: Any	1654 79%	581 74%	282 69%	300 80%	968 84%	46 70%	58 65%
1	849 41%	299 38%	140 34%	159 42%	495 43%	29 44%	26 29%
2	612 29%	195 25%	86 21%	109 29%	383 33%	12 18%	23 25%
3+	192 9%	87 11%	56 14%	31 8%	90 8%	6 9%	9 11%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 54
How many cars are there in your household?
Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
No cars in the household	439 21%	154 21%	76 25%	41 17%	55 24%	37 17%	40 19%	30 17%	25 18%	38 27%	21 15%	17 15%	23 23%	261 20%	12 32%	12 28%
NET: Any	1654 79%	574 79%	229 75%	200 83%	174 76%	180 83%	172 81%	149 83%	116 82%	102 73%	116 85%	95 85%	76 77%	1024 80%	26 68%	30 72%
1	849 41%	276 38%	102 34%	88 36%	78 34%	71 33%	73 35%	61 34%	48 34%	40 28%	49 36%	37 34%	33 33%	547 43%	11 27%	16 38%
2	612 29%	220 30%	90 30%	83 34%	66 29%	72 33%	69 33%	61 34%	49 35%	41 29%	49 36%	47 42%	32 33%	368 29%	11 29%	13 32%
3+	192 9%	78 11%	37 12%	30 12%	29 13%	37 17%	30 14%	27 15%	18 13%	21 15%	18 13%	10 9%	11 11%	109 8%	4 11%	1 2%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 55
To which of the following ethnic groups do you consider you belong?
Base: All respondents

	Gender			Age						Social Grade				Region								Employment Sector						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ireland	Public	Private	Opinion Influencer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
White	1892	924	969	186	303	279	348	297	479	513	529	384	468	168	82	208	166	154	139	98	186	187	268	176	62	320	739	173
	90%	90%	90%	80%	84%	83%	94%	96%	99%	90%	90%	90%	92%	95%	96%	89%	97%	85%	94%	97%	96%	68%	94%	97%	99%	84%	89%	79%
NET: BAME	168	77	92	42	46	49	20	8	4	48	49	34	37	7	2	21	5	19	8	3	7	79	15	2	1	48	78	40
	8%	8%	9%	18%	13%	15%	5%	3%	1%	8%	8%	8%	7%	4%	2%	9%	3%	11%	5%	3%	3%	29%	5%	1%	1%	13%	9%	18%
Mixed	36	11	24	10	5	13	4	1	2	9	12	8	8	2	-	5	1	3	2	2	4	8	8	1	-	12	13	6
	2%	1%	2%	4%	1%	4%	1%	*	*	2%	2%	2%	1%	1%	-	2%	*	1%	2%	2%	2%	3%	3%	1%	-	3%	2%	3%
Asian	75	43	32	20	22	24	8	1	1	19	21	17	18	3	2	13	4	12	3	-	3	30	4	-	1	21	35	23
	4%	4%	3%	8%	6%	7%	2%	*	*	3%	4%	4%	4%	2%	2%	5%	2%	7%	2%	-	1%	11%	1%	-	1%	6%	4%	10%
Black	38	14	24	7	11	9	6	4	1	12	11	4	11	1	-	2	-	3	2	1	-	28	3	-	-	14	15	6
	2%	1%	2%	3%	3%	3%	2%	1%	*	2%	2%	1%	2%	*	-	1%	-	2%	1%	1%	-	10%	1%	-	-	4%	2%	3%
Chinese	8	4	5	1	4	2	1	-	-	4	2	3	-	-	-	-	-	1	-	1	-	5	-	1	-	2	6	2
	*	*	*	1%	1%	*	*	-	-	1%	*	1%	-	-	-	-	-	*	-	1%	-	2%	-	1%	-	*	1%	1%
Other ethnic group	11	4	6	4	4	2	*	1	-	4	4	2	-	1	-	1	-	1	-	*	7	-	-	-	-	-	9	4
	1%	*	1%	2%	1%	*	*	*	-	1%	1%	1%	-	1%	-	1%	-	*	-	*	3%	-	-	-	-	-	1%	2%
Prefer not to answer	32	21	12	4	13	7	3	5	1	10	11	7	4	2	2	5	-	7	2	-	2	8	2	3	-	10	12	6
	2%	2%	1%	2%	3%	2%	1%	2%	*	2%	2%	2%	1%	1%	2%	2%	-	4%	1%	-	1%	3%	1%	1%	-	3%	1%	3%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 56
To which of the following ethnic groups do you consider you belong?
Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
White	1892 90%	735 93%	383 93%	352 93%	1029 89%	50 77%	79 88%
NET: BAME	168 8%	44 6%	24 6%	20 5%	105 9%	8 13%	11 12%
Mixed	36 2%	13 2%	6 2%	7 2%	16 1%	2 3%	4 5%
Asian	75 4%	13 2%	9 2%	4 1%	52 4%	5 7%	6 7%
Black	38 2%	11 1%	7 2%	4 1%	26 2%	1 2%	- -
Chinese	8 *	2 *	- -	2 *	5 *	- -	1 1%
Other ethnic group	11 1%	6 1%	3 1%	3 1%	5 *	* 1%	- -
Prefer not to answer	32 2%	8 1%	3 1%	5 1%	18 2%	7 10%	- -

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 57
To which of the following ethnic groups do you consider you belong?
Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
White	1892 90%	624 86%	256 84%	205 85%	195 85%	180 83%	185 88%	151 84%	124 88%	113 80%	110 80%	90 81%	87 88%	1205 94%	32 84%	31 73%
NET: BAME	168 8%	90 12%	40 13%	31 13%	31 14%	32 15%	23 11%	21 12%	15 11%	24 17%	20 15%	17 15%	9 9%	67 5%	2 4%	9 21%
Mixed	36 2%	20 3%	10 3%	11 4%	8 4%	10 4%	5 2%	5 3%	5 4%	12 8%	6 4%	3 3%	2 2%	13 1%	-	2 5%
Asian	75 4%	37 5%	16 5%	13 5%	10 5%	8 4%	10 5%	11 6%	6 4%	9 6%	6 4%	8 7%	2 2%	33 3%	2 4%	3 8%
Black	38 2%	24 3%	8 3%	6 2%	12 5%	9 4%	5 2%	4 2%	3 2%	1 1%	5 3%	4 3%	-	13 1%	-	2 5%
Chinese	8 *	2 *	2 1%	1 *	1 *	1 *	2 1%	1 1%	1 1%	2 2%	1 1%	1 1%	1 1%	6 *	-	-
Other ethnic group	11 1%	7 1%	5 2%	1 *	-	5 2%	* *	1 1%	-	-	3 2%	1 1%	3 3%	3 *	-	1 3%
Prefer not to answer	32 2%	13 2%	8 3%	5 2%	2 1%	5 2%	4 2%	7 4%	1 1%	4 3%	7 5%	5 4%	3 4%	12 1%	5 12%	2 5%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 58
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Pri-vate	Opin-ion Influ-encer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
Christian	955 46%	454 44%	502 47%	47 20%	105 29%	123 37%	177 48%	190 61%	314 65%	263 46%	282 48%	181 42%	230 45%	65 37%	49 58%	125 54%	70 41%	82 45%	62 42%	50 49%	87 45%	132 48%	120 42%	67 37%	47 75%	165 44%	343 41%	105 48%
NET: Other	146 7%	76 7%	70 7%	29 12%	33 9%	34 10%	21 6%	9 3%	20 4%	41 7%	38 6%	27 6%	39 8%	10 6%	2 3%	22 9%	9 5%	16 9%	8 5%	3 3%	10 5%	41 15%	13 5%	10 6%	1 1%	32 8%	57 7%	38 17%
Muslim	48 2%	31 3%	17 2%	11 5%	16 4%	18 5%	3 1%	1 *	-	15 3%	11 2%	11 3%	12 2%	1 1%	1 1%	12 5%	4 2%	7 4%	2 2%	1 1%	2 1%	15 5%	2 1%	1 1%	1 1%	11 3%	26 3%	14 6%
Hindu	17 1%	7 1%	10 1%	3 1%	8 2%	4 1%	2 *	-	-	4 1%	8 1%	2 1%	3 1%	1 *	-	1 *	-	1 *	1 1%	-	2 1%	11 4%	1 *	-	-	4 1%	8 1%	7 3%
Jewish	17 1%	9 1%	8 1%	4 2%	-	3 1%	-	2 1%	8 2%	7 1%	2 *	3 1%	5 1%	-	1 1%	5 2%	-	1 *	1 1%	-	2 1%	6 2%	-	1 1%	-	1 *	5 1%	1 1%
Sikh	8 *	4 *	4 *	1 *	2 *	2 1%	3 1%	-	1 *	4 1%	-	-	4 1%	-	-	-	1 1%	3 2%	-	-	-	2 1%	1 *	-	-	1 *	2 *	1 *
Buddhist	14 1%	7 1%	7 1%	-	3 1%	2 1%	5 1%	2 1%	2 1%	3 1%	4 1%	2 *	5 1%	4 2%	-	2 1%	-	-	1 1%	2 2%	1 1%	3 1%	3 1%	-	-	4 1%	6 1%	5 2%
Other	42 2%	17 2%	25 2%	9 4%	5 1%	6 2%	9 2%	4 1%	9 2%	8 1%	14 2%	9 2%	11 2%	5 3%	-	3 1%	4 2%	5 3%	2 2%	-	4 2%	5 2%	7 2%	8 4%	-	11 3%	10 1%	10 5%
None	934 45%	461 45%	473 44%	141 61%	207 57%	166 50%	165 45%	107 34%	148 31%	253 44%	251 43%	203 48%	227 45%	98 55%	33 39%	80 34%	89 52%	74 41%	76 51%	48 47%	92 47%	91 33%	143 50%	96 53%	15 23%	163 43%	404 49%	67 30%
Prefer not to say	58 3%	31 3%	27 3%	16 7%	17 5%	12 4%	7 2%	4 1%	2 *	14 3%	17 3%	14 3%	13 3%	4 2%	1 1%	6 3%	3 2%	9 5%	3 2%	1 1%	6 3%	11 4%	8 3%	7 4%	-	19 5%	25 3%	10 5%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 59
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
Christian	955 46%	315 40%	140 34%	175 47%	591 51%	21 33%	28 31%
NET: Other	146 7%	54 7%	29 7%	25 7%	81 7%	4 6%	8 9%
Muslim	48 2%	8 1%	6 1%	2 1%	35 3%	1 1%	4 5%
Hindu	17 1%	3 *	3 1%	1 *	12 1%	1 1%	1 1%
Jewish	17 1%	3 *	3 1%	1 *	13 1%	-	1 1%
Sikh	8 *	2 *	-	2 1%	5 *	-	1 1%
Buddhist	14 1%	8 1%	4 1%	4 1%	5 *	-	1 1%
Other	42 2%	28 4%	14 3%	15 4%	11 1%	2 3%	-
None	934 45%	401 51%	231 56%	170 45%	456 40%	24 37%	52 58%
Prefer not to say	58 3%	18 2%	11 3%	6 2%	23 2%	16 24%	2 2%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 60
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
Christian	955 46%	309 42%	122 40%	104 43%	95 41%	77 36%	74 35%	64 36%	52 37%	43 30%	52 38%	56 50%	40 41%	619 48%	12 32%	15 37%
NET: Other	146 7%	64 9%	25 8%	23 10%	11 5%	19 9%	22 10%	20 11%	11 8%	18 13%	14 10%	13 12%	7 8%	74 6%	4 11%	4 9%
Muslim	48 2%	21 3%	10 3%	8 3%	3 1%	7 3%	5 2%	9 5%	4 3%	4 3%	5 4%	7 6%	2 2%	25 2%	-	2 5%
Hindu	17 1%	9 1%	3 1%	3 1%	3 1%	3 1%	6 3%	3 2%	3 2%	6 4%	2 1%	4 4%	-	5 *	1 2%	1 3%
Jewish	17 1%	3 *	-	-	-	1 1%	2 1%	-	-	2 1%	-	-	-	14 1%	-	-
Sikh	8 *	6 1%	3 1%	4 2%	1 1%	1 *	1 1%	2 1%	-	1 1%	2 1%	-	1 1%	2 *	-	-
Buddhist	14 1%	5 1%	2 1%	1 *	1 1%	1 1%	1 1%	1 *	1 1%	3 2%	-	1 *	1 1%	9 1%	-	-
Other	42 2%	20 3%	8 2%	8 3%	3 1%	5 2%	8 4%	5 3%	3 2%	3 2%	4 3%	2 2%	3 3%	18 1%	3 9%	-
None	934 45%	329 45%	140 46%	103 43%	116 51%	112 52%	107 51%	84 47%	76 54%	74 53%	64 47%	38 34%	48 48%	572 45%	13 35%	20 47%
Prefer not to say	58 3%	27 4%	16 5%	11 5%	7 3%	9 4%	8 4%	11 6%	2 1%	5 4%	7 5%	5 4%	4 4%	20 2%	9 23%	3 7%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 61
Which of the following best describes where you live?
Base: All respondents

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Private	Opinion Influencer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
NET: Urban	1671	835	836	204	316	274	297	247	333	441	473	333	424	132	66	204	126	156	112	65	130	271	222	134	52	319	679	185
	80%	82%	78%	88%	87%	82%	80%	80%	69%	77%	80%	78%	83%	75%	77%	87%	74%	86%	76%	64%	67%	99%	78%	74%	83%	84%	82%	84%
Urban - Population over 10,000	892	486	405	121	187	147	152	122	163	231	287	178	195	74	30	99	73	84	45	33	54	230	90	49	32	177	389	113
	43%	48%	38%	52%	52%	44%	41%	39%	34%	40%	49%	42%	38%	42%	35%	42%	43%	46%	30%	32%	27%	84%	31%	27%	50%	47%	47%	51%
Town and Fringe	779	348	431	83	129	127	145	125	170	210	186	154	229	58	36	105	52	72	67	33	77	41	133	85	20	142	291	72
	37%	34%	40%	36%	36%	38%	39%	40%	35%	37%	32%	36%	45%	33%	42%	45%	31%	40%	45%	32%	39%	15%	47%	47%	32%	38%	35%	33%
NET: Rural	422	186	236	28	46	61	73	63	152	130	115	92	85	45	19	29	45	25	36	36	65	3	62	46	11	60	150	35
	20%	18%	22%	12%	13%	18%	20%	20%	31%	23%	20%	22%	17%	25%	23%	13%	26%	14%	24%	36%	33%	1%	22%	26%	17%	16%	18%	16%
Village	362	156	206	26	42	57	63	53	122	110	100	79	75	32	19	26	43	20	32	31	52	3	60	39	6	55	138	30
	17%	15%	19%	11%	12%	17%	17%	17%	25%	19%	17%	19%	15%	18%	23%	11%	25%	11%	22%	30%	27%	1%	21%	21%	10%	15%	17%	14%
Hamlet & Isolated Dwelling	60	30	30	3	3	3	10	10	30	20	15	14	11	13	-	4	2	5	4	5	13	-	2	8	5	4	12	5
	3%	3%	3%	1%	1%	1%	3%	3%	6%	4%	3%	3%	2%	7%	-	2%	1%	3%	3%	5%	6%	-	1%	4%	8%	1%	1%	2%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 62
Which of the following best describes where you live?
Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
NET: Urban	1671 80%	617 78%	334 81%	283 75%	928 81%	48 73%	78 87%
Urban - Population over 10,000	892 43%	336 43%	188 46%	148 39%	472 41%	32 49%	51 57%
Town and Fringe	779 37%	281 36%	146 35%	136 36%	456 40%	15 23%	27 30%
NET: Rural	422 20%	170 22%	76 19%	93 25%	223 19%	18 27%	12 13%
Village	362 17%	142 18%	70 17%	72 19%	194 17%	14 22%	11 13%
Hamlet & Isolated Dwelling	60 3%	27 3%	7 2%	21 6%	29 2%	3 5%	* *

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 63
Which of the following best describes where you live?
Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
NET: Urban	1671 80%	584 80%	250 82%	187 78%	176 77%	174 80%	151 72%	148 83%	107 76%	111 79%	111 81%	95 85%	78 78%	1022 80%	32 84%	32 76%
Urban - Population over 10,000	892 43%	327 45%	146 48%	114 47%	94 41%	100 46%	84 40%	83 47%	68 48%	71 50%	64 47%	53 47%	44 44%	533 41%	18 46%	14 34%
Town and Fringe	779 37%	257 35%	103 34%	74 30%	82 36%	74 34%	67 32%	65 36%	39 28%	41 29%	47 34%	42 38%	34 34%	490 38%	14 37%	18 42%
NET: Rural	422 20%	144 20%	55 18%	54 22%	53 23%	43 20%	60 28%	31 17%	34 24%	29 21%	26 19%	16 15%	22 22%	262 20%	6 16%	10 24%
Village	362 17%	126 17%	50 16%	47 19%	48 21%	39 18%	55 26%	29 16%	31 22%	27 19%	25 18%	14 12%	20 20%	223 17%	6 15%	8 18%
Hamlet & Isolated Dwelling	60 3%	17 2%	5 2%	8 3%	5 2%	3 2%	5 2%	1 1%	3 2%	2 1%	1 *	2 2%	2 2%	39 3%	* 1%	2 6%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 64
Which of the following best describes your current working status?
Base: All respondents

	Gender			Age						Social Grade					Region								Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ireland	Public	Private	Opinion Influencer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
NET: Working	1208	623	584	140	301	260	275	183	48	326	388	281	212	100	46	126	110	107	75	51	113	186	159	101	35	378	829	162
	58%	61%	55%	60%	83%	78%	74%	59%	10%	57%	66%	66%	42%	56%	54%	54%	65%	59%	51%	50%	58%	68%	56%	56%	100%	100%	74%	
Working full time - working 30 hours per week or more	954	550	405	124	252	205	214	137	24	281	315	202	156	74	36	104	91	90	57	42	87	158	113	71	33	307	647	134
	46%	54%	38%	53%	70%	61%	58%	44%	5%	49%	54%	47%	31%	42%	42%	44%	53%	50%	38%	41%	45%	58%	40%	39%	52%	81%	78%	61%
Working part time - working between 8 and 29 hours per week	253	73	180	17	49	56	62	46	24	45	73	79	56	26	10	22	19	17	18	9	26	28	45	30	3	71	182	29
	12%	7%	17%	7%	14%	17%	17%	15%	5%	8%	12%	19%	11%	14%	11%	10%	11%	10%	12%	9%	13%	10%	16%	17%	5%	19%	22%	13%
NET: Not working	885	398	487	92	61	74	95	127	436	245	200	144	296	77	39	107	60	74	73	51	82	88	126	80	27	-	-	58
	42%	39%	45%	40%	17%	22%	26%	41%	90%	43%	34%	34%	58%	44%	46%	46%	35%	41%	49%	50%	42%	32%	44%	44%	44%	-	-	26%
Not working but seeking work or temporarily unemployed or sick	79	37	42	16	17	17	17	10	2	3	10	6	59	4	6	14	2	8	7	6	1	10	10	9	3	-	-	3
	4%	4%	4%	7%	5%	5%	5%	3%	*	1%	2%	1%	12%	2%	7%	6%	1%	5%	5%	6%	*	4%	3%	5%	4%	-	-	2%
Not working and not seeking work/ student	177	89	88	72	23	21	30	31	-	32	42	21	82	16	8	17	19	16	17	7	11	21	24	17	4	-	-	20
	8%	9%	8%	31%	6%	6%	8%	10%	-	6%	7%	5%	16%	9%	10%	7%	11%	9%	12%	7%	6%	8%	9%	9%	6%	-	-	9%
Retired on a state pension only	128	40	88	-	-	-	1	4	123	7	15	18	88	17	3	14	8	15	5	9	18	7	12	14	6	-	-	6
	6%	4%	8%	-	-	-	*	1%	25%	1%	3%	4%	17%	10%	4%	6%	4%	8%	4%	9%	9%	2%	4%	8%	10%	-	-	3%
Retired with a private pension	373	214	159	-	-	-	6	58	309	184	117	55	16	30	17	40	25	23	27	23	40	44	66	29	9	-	-	23
	18%	21%	15%	-	-	-	2%	19%	64%	32%	20%	13%	3%	17%	20%	17%	14%	13%	18%	23%	21%	16%	23%	16%	14%	-	-	10%
House person, housewife, househusband, etc.	128	18	111	3	21	37	40	24	2	18	15	43	51	10	5	23	7	11	17	6	12	6	14	11	6	-	-	5
	6%	2%	10%	1%	6%	11%	11%	8%	*	3%	3%	10%	10%	6%	6%	10%	4%	6%	11%	6%	6%	2%	5%	6%	9%	-	-	2%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 65
Which of the following best describes your current working status?
Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
NET: Working	1208 58%	431 55%	231 56%	200 53%	681 59%	41 63%	55 61%
Working full time - working 30 hours per week or more	954 46%	314 40%	175 43%	139 37%	563 49%	31 48%	46 51%
Working part time - working between 8 and 29 hours per week	253 12%	117 15%	56 14%	61 16%	117 10%	10 15%	9 10%
NET: Not working	885 42%	356 45%	179 44%	177 47%	470 41%	24 37%	35 39%
Not working but seeking work or temporarily unemployed or sick	79 4%	56 7%	40 10%	16 4%	16 1%	1 1%	6 7%
Not working and not seeking work/ student	177 8%	107 14%	76 18%	32 8%	41 4%	12 18%	17 19%
Retired on a state pension only	128 6%	36 5%	8 2%	28 7%	87 8%	3 4%	2 2%
Retired with a private pension	373 18%	91 12%	20 5%	72 19%	272 24%	3 4%	7 8%
House person, housewife, househusband, etc.	128 6%	65 8%	36 9%	29 8%	54 5%	6 10%	3 3%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 66

Which of the following best describes your current working status?

Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
NET: Working	1208	499	217	165	148	169	149	134	106	96	107	82	62	660	17	31
	58%	69%	71%	68%	65%	78%	71%	75%	75%	68%	78%	73%	62%	51%	45%	74%
Working full time - working 30 hours per week or more	954	403	176	132	118	139	115	112	89	79	87	70	48	516	12	23
	46%	55%	58%	55%	51%	64%	54%	63%	63%	56%	64%	63%	48%	40%	31%	55%
Working part time - working between 8 and 29 hours per week	253	96	41	33	30	30	35	22	17	17	20	12	14	144	5	8
	12%	13%	13%	14%	13%	14%	16%	12%	12%	12%	15%	10%	14%	11%	14%	19%
NET: Not working	885	229	87	77	81	48	62	44	35	45	30	30	37	624	21	11
	42%	31%	29%	32%	35%	22%	29%	25%	25%	32%	22%	27%	38%	49%	55%	26%
Not working but seeking work or temporarily unemployed or sick	79	34	14	8	14	5	7	9	*	6	2	4	5	40	3	3
	4%	5%	5%	3%	6%	2%	3%	5%	*	4%	2%	3%	5%	3%	8%	6%
Not working and not seeking work/ student	177	76	38	24	35	20	26	23	15	20	16	13	14	89	9	3
	8%	10%	13%	10%	15%	9%	12%	13%	11%	14%	12%	11%	14%	7%	24%	7%
Retired on a state pension only	128	26	5	9	11	3	6	2	3	5	4	4	7	99	2	1
	6%	4%	2%	4%	5%	1%	3%	1%	2%	4%	3%	4%	7%	8%	4%	3%
Retired with a private pension	373	54	13	30	9	7	16	7	13	6	4	5	10	313	5	1
	18%	7%	4%	12%	4%	3%	8%	4%	9%	5%	3%	4%	10%	24%	12%	3%
House person, housewife, househusband, etc.	128	39	17	6	12	13	8	4	4	8	3	4	2	83	3	3
	6%	5%	6%	3%	5%	6%	4%	2%	3%	5%	3%	4%	2%	6%	7%	7%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 67

Do you work in any of the following occupations?

Base: All respondents who work

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Pri-vate	Opin-ion Influ-encer
Unweighted base	1211	617	594	115	274	287	290	192	53	391	376	240	204	109	40	129	98	91	90	52	112	165	178	113	34	366	845	157
Weighted base	1208	623	584	140	301	260	275	183	48	326	388	281	212	100	46	126	110	107	75	51	113	186	159	101	35	378	829	162
NET: Public Sector	378	163	215	49	97	88	85	52	8	115	149	66	47	36	17	50	31	36	17	16	26	57	45	36	12	378	-	55
	31%	26%	37%	35%	32%	34%	31%	29%	17%	35%	38%	24%	22%	36%	38%	40%	28%	34%	23%	32%	23%	30%	28%	35%	34%	100%	-	34%
A nationalised industry/state corporation	26	17	10	7	12	2	4	2	-	7	2	5	12	7	*	2	2	6	2	-	2	5	1	-	-	26	-	5
	2%	3%	2%	5%	4%	1%	1%	1%	-	2%	*	2%	6%	7%	1%	1%	1%	6%	2%	-	2%	3%	1%	-	-	7%	-	3%
Central government or civil service (including Courts service and Bank of England)	39	14	25	2	5	15	12	3	1	10	21	7	1	1	4	6	4	-	1	3	1	7	5	6	1	39	-	3
	3%	2%	4%	2%	2%	6%	4%	2%	2%	3%	5%	3%	*	1%	8%	5%	4%	-	2%	6%	1%	4%	3%	6%	4%	10%	-	2%
Local government or council (including fire services, police and local authority controlled schools/colleges)	138	57	81	13	30	38	31	24	2	47	58	21	12	13	2	20	11	12	9	6	14	19	19	9	4	138	-	18
	11%	9%	14%	9%	10%	15%	11%	13%	5%	14%	15%	7%	6%	13%	5%	16%	10%	12%	12%	11%	12%	10%	12%	9%	11%	37%	-	11%
A university, or other grant funded establishment (include opted-out schools)	39	22	17	6	11	6	8	5	2	22	10	4	2	1	1	5	2	4	3	1	3	6	4	5	3	39	-	14
	3%	4%	3%	4%	4%	2%	3%	3%	3%	7%	3%	1%	1%	1%	1%	4%	2%	4%	4%	1%	3%	3%	3%	5%	9%	10%	-	8%
A health authority or NHS Trust	92	33	60	15	22	17	22	13	2	16	48	16	13	8	6	13	9	9	3	6	2	10	12	11	3	92	-	7
	8%	5%	10%	11%	7%	7%	8%	7%	4%	5%	12%	6%	6%	8%	13%	10%	8%	8%	4%	12%	2%	5%	8%	11%	10%	24%	-	4%
The armed forces	2	2	-	-	1	1	-	-	-	1	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-	2	-	1
	*	*	-	-	*	*	-	-	-	*	*	-	-	-	-	-	-	-	-	2%	-	-	-	1%	-	*	-	1%
Other public sector occupation (Please specify as much detail as possible)	42	18	23	6	16	8	7	4	1	12	9	13	7	6	4	5	4	4	-	-	3	10	3	4	-	42	-	7
	3%	3%	4%	4%	5%	3%	2%	2%	2%	4%	2%	5%	3%	6%	9%	4%	3%	4%	-	-	3%	5%	2%	4%	-	11%	-	5%
NET: Private Sector	829	460	369	92	204	173	191	130	40	211	239	215	165	64	29	76	79	71	58	34	87	129	114	65	23	-	829	107
	69%	74%	63%	65%	68%	66%	69%	71%	83%	65%	62%	76%	78%	64%	62%	60%	72%	66%	77%	68%	77%	70%	72%	65%	66%	-	100%	66%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 67
Do you work in any of the following occupations?
Base: All respondents who work

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland		Public	Private
Weighted base	1208	623	584	140	301	260	275	183	48	326	388	281	212	100	46	126	110	107	75	51	113	186	159	101	35	378	829	162
A charity, voluntary organisation or trust	41 3%	18 3%	23 4%	6 4%	9 3%	7 3%	11 4%	6 3%	2 5%	14 4%	15 4%	8 3%	4 2%	2 2%	- -	2 1%	1 1%	2 2%	2 2%	- -	5 4%	14 8%	10 6%	3 3%	1 2%	- -	41 5%	10 6%
Self-employed (Private sector)	150 12%	84 13%	66 11%	7 5%	29 10%	28 11%	43 16%	32 17%	11 22%	28 9%	47 12%	48 17%	27 13%	14 14%	7 14%	13 10%	8 7%	6 5%	6 8%	9 18%	19 17%	24 13%	25 16%	16 16%	5 13%	- -	150 18%	24 15%
None of the above/ I work in the Private sector	638 53%	358 57%	281 48%	79 56%	166 55%	138 53%	137 50%	93 51%	27 56%	169 52%	177 46%	158 56%	134 63%	48 49%	22 48%	61 49%	71 64%	63 59%	51 67%	25 50%	63 56%	92 49%	79 50%	46 46%	18 51%	- -	638 77%	73 45%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 68
Do you work in any of the following occupations?
Base: All respondents who work

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	1211	461	242	219	658	43	49
Weighted base	1208	431	231	200	681	41	55
NET: Public Sector	378	145	82	63	202	18	13
	31%	34%	35%	31%	30%	45%	24%
A nationalised industry/state corporation	26	4	1	3	19	1	2
	2%	1%	*	1%	3%	3%	4%
Central government or civil service (including Courts service and Bank of England)	39	19	11	8	16	1	3
	3%	4%	5%	4%	2%	3%	6%
Local government or council (including fire services, police and local authority controlled schools/colleges)	138	46	23	23	84	6	2
	11%	11%	10%	12%	12%	14%	4%
A university, or other grant funded establishment (include opted-out schools)	39	22	6	16	14	2	-
	3%	5%	3%	8%	2%	5%	-
A health authority or NHS Trust	92	33	23	10	51	7	2
	8%	8%	10%	5%	7%	17%	3%
The armed forces	2	1	-	1	1	-	-
	*	*	-	*	*	-	-
Other public sector occupation (Please specify as much detail as possible)	42	20	18	2	17	1	4
	3%	5%	8%	1%	2%	2%	8%
NET: Private Sector	829	286	149	137	479	23	42
	69%	66%	65%	69%	70%	55%	76%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 68
Do you work in any of the following occupations?
Base: All respondents who work

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Weighted base	1208	431	231	200	681	41	55
A charity, voluntary organisation or trust	41 3%	22 5%	12 5%	10 5%	18 3%	2 4%	- -
Self-employed (Private sector)	150 12%	60 14%	25 11%	35 17%	79 12%	5 12%	6 11%
None of the above/ I work in the Private sector	638 53%	204 47%	112 49%	92 46%	382 56%	16 39%	35 64%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 69

Do you work in any of the following occupations?

Base: All respondents who work

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Saving money (e.g. for a holiday or a rainy day)	Finding the best deal for energy, broadband, banking or insurance	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Buying things or doing the shopping	Managing your budget	Setting up a budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	1211	489	206	155	154	139	145	126	100	98	87	72	56	668	20	34
Weighted base	1208	499	217	169	165	149	148	134	107	106	96	82	62	660	17	31
NET: Public Sector	378	158	65	56	54	35	48	57	39	35	34	29	20	204	7	9
	31%	32%	30%	33%	33%	23%	32%	43%	36%	33%	35%	35%	33%	31%	40%	28%
A nationalised industry/state corporation	26	18	8	9	5	2	9	11	7	2	4	5	1	7	1	*
	2%	4%	4%	5%	3%	1%	6%	8%	7%	2%	4%	6%	1%	1%	8%	2%
Central government or civil service (including Courts service and Bank of England)	39	13	4	1	6	2	5	4	3	2	1	-	1	25	-	2
	3%	3%	2%	*	4%	1%	3%	3%	3%	2%	1%	-	1%	4%	-	6%
Local government or council (including fire services, police and local authority controlled schools/colleges)	138	54	20	21	23	12	13	15	7	16	15	9	8	80	1	2
	11%	11%	9%	12%	14%	8%	8%	11%	6%	15%	16%	11%	13%	12%	8%	8%
A university, or other grant funded establishment (include opted-out schools)	39	16	6	6	2	2	4	3	3	1	1	2	-	20	1	2
	3%	3%	3%	4%	1%	1%	3%	2%	3%	1%	1%	2%	-	3%	7%	8%
A health authority or NHS Trust	92	41	20	15	14	12	15	21	14	11	11	11	7	46	3	2
	8%	8%	9%	9%	8%	8%	10%	16%	13%	11%	11%	13%	12%	7%	18%	5%
The armed forces	2	1	-	1	-	1	-	-	-	-	-	-	1	1	-	-
	*	*	-	1%	-	1%	-	-	-	-	-	-	2%	*	-	-

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 69

Do you work in any of the following occupations?

Base: All respondents who work

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Saving money (e.g. for a holiday or a rainy day)	Finding the best deal for energy, broadband, banking or insurance	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Buying things or doing the shopping	Managing your budget	Setting up a budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Weighted base	1208	499	217	169	165	149	148	134	107	106	96	82	62	660	17	31
Other public sector occupation (Please specify as much detail as possible)	42 3%	15 3%	8 4%	3 2%	5 3%	4 3%	3 2%	4 3%	5 4%	2 2%	2 2%	3 3%	2 4%	26 4%	-	-
NET: Private Sector	829 69%	341 68%	152 70%	113 67%	111 67%	114 77%	101 68%	77 57%	68 64%	71 67%	62 65%	53 65%	42 67%	456 69%	10 60%	22 72%
A charity, voluntary organisation or trust	41 3%	19 4%	8 4%	3 2%	8 5%	12 8%	5 3%	4 3%	3 2%	7 7%	5 6%	6 7%	1 1%	21 3%	-	1 3%
Self-employed (Private sector)	150 12%	58 12%	26 12%	10 6%	19 11%	21 14%	16 11%	10 8%	9 8%	12 11%	14 15%	7 9%	8 12%	90 14%	1 4%	2 7%
None of the above/ I work in the Private sector	638 53%	265 53%	118 55%	101 59%	84 51%	82 55%	80 54%	63 47%	57 53%	52 49%	43 44%	41 50%	33 53%	345 52%	10 56%	19 62%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 70
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North of Ireland	Public	Private	Opinion Influencer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
No children aged 18 or under	1544	787	757	214	198	137	241	275	479	439	451	280	374	123	58	166	127	123	110	77	147	213	225	134	43	253	527	126
	74%	77%	71%	92%	55%	41%	65%	89%	99%	77%	77%	66%	74%	70%	68%	71%	74%	68%	74%	75%	75%	78%	79%	74%	69%	67%	64%	57%
NET: Yes	544	231	313	16	163	198	128	34	5	131	136	144	134	53	27	67	44	58	38	25	47	62	57	46	20	124	300	92
	26%	23%	29%	7%	45%	59%	35%	11%	1%	23%	23%	34%	26%	30%	32%	29%	26%	32%	26%	25%	24%	22%	20%	25%	31%	33%	36%	42%
NET: Any 5-18	442	193	249	3	107	170	124	33	5	105	109	112	116	48	23	57	30	50	34	18	38	43	50	35	16	98	243	66
	21%	19%	23%	1%	30%	51%	33%	11%	1%	18%	19%	26%	23%	27%	28%	25%	18%	27%	23%	18%	20%	16%	17%	19%	26%	26%	29%	30%
NET: Any 11-18	280	127	153	2	45	88	108	31	5	69	74	58	78	35	15	39	18	20	20	14	23	22	36	26	11	59	151	35
	13%	12%	14%	1%	12%	26%	29%	10%	1%	12%	13%	14%	15%	20%	18%	17%	11%	11%	13%	14%	12%	8%	13%	14%	18%	16%	18%	16%
Yes - children aged under 5 years old	199	74	126	14	107	69	8	1	-	51	41	63	45	14	9	21	24	21	12	9	18	30	20	17	6	47	108	50
	10%	7%	12%	6%	30%	21%	2%	*	-	9%	7%	15%	9%	8%	11%	9%	14%	11%	8%	9%	9%	11%	7%	9%	10%	12%	13%	23%
Yes - children aged 5 to 10 years old	246	104	142	1	89	112	39	4	1	57	48	79	61	19	13	34	16	34	18	9	21	29	27	15	11	53	137	44
	12%	10%	13%	*	25%	34%	11%	1%	*	10%	8%	19%	12%	11%	15%	10%	19%	12%	9%	11%	11%	10%	8%	17%	14%	17%	20%	
Yes - children aged 11 to 15 years old	216	97	118	1	45	78	70	18	3	55	52	47	62	27	13	34	13	15	14	12	17	17	26	20	7	47	118	28
	10%	10%	11%	*	12%	23%	19%	6%	1%	10%	9%	11%	12%	15%	16%	14%	8%	8%	10%	11%	9%	6%	9%	11%	10%	13%	14%	13%
Yes - children aged 16 to 18 years old	107	49	58	2	1	24	62	17	2	25	34	24	23	10	3	11	7	7	7	5	12	8	19	10	7	21	55	11
	5%	5%	5%	1%	*	7%	17%	5%	*	4%	6%	6%	4%	6%	4%	5%	4%	4%	5%	5%	6%	3%	7%	6%	12%	5%	7%	5%
Refused	5	3	2	2	1	-	1	1	-	1	2	1	1	-	-	1	-	-	-	-	1	-	2	1	-	1	2	2
	*	*	*	1%	*	-	*	*	-	*	*	*	*	-	-	*	-	-	-	-	*	-	1%	*	-	*	*	1%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 71
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
No children aged 18 or under	1544 74%	574 73%	293 71%	282 75%	853 74%	44 67%	73 81%
NET: Yes	544 26%	211 27%	118 29%	93 25%	297 26%	20 30%	17 19%
NET: Any 5-18	442 21%	178 23%	103 25%	75 20%	236 21%	14 22%	14 15%
NET: Any 11-18	280 13%	127 16%	77 19%	50 13%	134 12%	8 12%	11 12%
Yes - children aged under 5 years old	199 10%	65 8%	34 8%	31 8%	118 10%	9 13%	8 8%
Yes - children aged 5 to 10 years old	246 12%	85 11%	52 13%	34 9%	148 13%	7 11%	6 7%
Yes - children aged 11 to 15 years old	216 10%	94 12%	58 14%	35 9%	110 10%	6 9%	6 7%
Yes - children aged 16 to 18 years old	107 5%	50 6%	28 7%	22 6%	49 4%	2 3%	6 6%
Refused	5 *	2 *	- -	2 *	1 *	2 3%	- -

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 72
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
No children aged 18 or under	1544 74%	482 66%	185 61%	186 77%	140 61%	129 59%	155 74%	120 67%	108 77%	103 73%	83 61%	72 64%	75 76%	1009 79%	26 67%	27 65%
NET: Yes	544 26%	245 34%	118 39%	55 23%	89 39%	88 41%	56 26%	59 33%	33 23%	37 27%	54 39%	39 35%	24 24%	274 21%	11 28%	15 35%
NET: Any 5-18	442 21%	184 25%	82 27%	43 18%	63 28%	59 27%	36 17%	44 25%	27 19%	25 18%	33 24%	29 26%	15 15%	240 19%	6 15%	12 29%
NET: Any 11-18	280 13%	107 15%	52 17%	28 12%	35 15%	31 14%	26 13%	21 12%	17 12%	18 13%	19 14%	14 13%	12 12%	160 12%	3 7%	10 23%
Yes - children aged under 5 years old	199 10%	113 16%	57 19%	24 10%	42 18%	48 22%	32 15%	29 16%	14 10%	24 17%	32 23%	15 14%	12 12%	76 6%	5 14%	5 12%
Yes - children aged 5 to 10 years old	246 12%	111 15%	51 17%	28 12%	41 18%	38 17%	20 9%	29 16%	16 11%	16 11%	19 14%	19 17%	9 9%	125 10%	4 10%	6 13%
Yes - children aged 11 to 15 years old	216 10%	89 12%	45 15%	23 9%	30 13%	29 13%	24 11%	17 9%	12 8%	15 11%	16 12%	12 11%	9 9%	117 9%	2 5%	8 18%
Yes - children aged 16 to 18 years old	107 5%	33 5%	12 4%	11 5%	10 4%	5 2%	7 3%	8 4%	7 5%	4 3%	4 3%	4 3%	4 4%	67 5%	2 5%	4 11%
Refused	5 *	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	2 *	2 5%	- -

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 73

Which of the following ITV regions do you live in?

Base: All respondents

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Pri- vate	Opin- ion Influ- encer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
Anglia	226 11%	106 10%	120 11%	23 10%	43 12%	37 11%	40 11%	25 8%	59 12%	63 11%	55 9%	43 10%	65 13%	1 1%	-	1 *	1 1%	6 3%	29 19%	-	173 89%	-	14 5%	1 1%	-	34 9%	102 12%	26 12%
Border	22 1%	9 1%	13 1%	3 1%	3 1%	4 1%	1 *	5 1%	7 1%	3 1%	8 1%	6 1%	4 1%	9 5%	*	12 5%	-	-	-	-	-	-	-	-	-	5 1%	5 1%	-
Central	263 13%	147 14%	116 11%	26 11%	53 15%	41 12%	56 15%	29 10%	57 12%	76 13%	63 11%	62 14%	62 12%	1 *	-	-	-	158 88%	92 62%	-	1 *	-	7 3%	4 2%	-	40 11%	105 13%	21 9%
Granada	221 11%	108 11%	113 11%	24 10%	31 9%	32 10%	43 12%	41 13%	50 10%	58 10%	58 10%	48 11%	57 11%	-	-	216 93%	-	1 *	1 *	2 2%	-	-	1 *	-	-	45 12%	74 9%	25 11%
London	370 18%	186 18%	184 17%	66 28%	67 18%	48 14%	58 16%	47 15%	84 17%	129 23%	109 18%	70 17%	62 12%	-	-	-	-	-	-	-	19 10%	274 100%	75 26%	1 1%	-	76 20%	158 19%	60 27%
Meridian	219 10%	99 10%	119 11%	21 9%	49 13%	33 10%	38 10%	29 9%	48 10%	55 10%	71 12%	41 10%	51 10%	-	1 2%	-	-	1 1%	-	-	-	-	187 66%	29 16%	-	30 8%	100 12%	15 7%
STV	165 8%	73 7%	92 9%	16 7%	23 6%	36 11%	23 6%	22 7%	44 9%	41 7%	44 8%	29 7%	50 10%	165 94%	-	-	-	-	-	-	-	-	-	-	-	32 8%	59 7%	21 10%
Tyne Tees	82 4%	37 4%	45 4%	10 5%	12 3%	15 4%	16 4%	10 3%	18 4%	23 4%	18 3%	12 3%	30 6%	-	80 94%	-	2 1%	-	-	-	-	-	-	-	-	14 4%	29 3%	4 2%
Wales	98 5%	51 5%	47 4%	2 1%	13 4%	20 6%	19 5%	18 6%	26 5%	24 4%	28 5%	16 4%	29 6%	-	-	-	-	-	-	98 97%	-	-	-	-	-	16 4%	34 4%	11 5%
West	60 3%	27 3%	33 3%	7 3%	12 3%	10 3%	11 3%	4 1%	16 3%	15 3%	14 2%	12 3%	18 4%	-	-	3 1%	-	14 8%	-	1 1%	-	-	-	42 23%	-	17 4%	16 2%	9 4%
Westcountry	104 5%	47 5%	56 5%	12 5%	18 5%	17 5%	18 5%	19 6%	20 4%	19 3%	37 6%	22 5%	25 5%	-	-	-	-	-	-	-	-	-	-	104 57%	-	21 5%	38 5%	9 4%
Yorkshire	201 10%	102 10%	98 9%	20 9%	30 8%	32 10%	33 9%	44 9%	41 9%	45 8%	59 10%	54 13%	42 8%	-	3 3%	1 1%	168 98%	-	27 18%	-	2 1%	-	-	-	-	37 10%	86 10%	18 8%
UTV	63 3%	28 3%	35 3%	2 1%	8 2%	8 2%	14 4%	17 5%	14 3%	19 3%	23 4%	9 2%	12 2%	-	-	-	-	-	-	-	-	-	-	-	63 100%	12 3%	23 3%	3 2%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 74
Which of the following ITV regions do you live in?
Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
Anglia	226 11%	80 10%	42 10%	37 10%	123 11%	16 24%	8 9%
Border	22 1%	11 1%	5 1%	6 2%	10 1%	-	-
Central	263 13%	97 12%	52 13%	46 12%	148 13%	6 9%	12 13%
Granada	221 11%	68 9%	43 10%	25 7%	133 12%	10 16%	10 11%
London	370 18%	126 16%	66 16%	60 16%	212 18%	11 17%	20 22%
Meridian	219 10%	88 11%	49 12%	38 10%	120 10%	3 4%	9 10%
STV	165 8%	70 9%	40 10%	30 8%	85 7%	4 5%	7 7%
Tyne Tees	82 4%	35 4%	15 4%	20 5%	45 4%	1 1%	1 2%
Wales	98 5%	33 4%	13 3%	20 5%	58 5%	2 3%	5 5%
West	60 3%	25 3%	5 1%	19 5%	30 3%	2 4%	3 3%
Westcountry	104 5%	64 8%	36 9%	28 7%	34 3%	3 5%	3 3%
Yorkshire	201 10%	67 9%	30 7%	37 10%	113 10%	8 12%	12 14%
UTV	63 3%	23 3%	14 3%	9 2%	40 3%	-	-

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 75
Which of the following ITV regions do you live in?
Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
Anglia	226 11%	88 12%	39 13%	27 11%	23 10%	23 10%	27 13%	25 14%	20 14%	15 11%	15 11%	19 17%	9 9%	125 10%	8 21%	5 11%
Border	22 1%	5 1%	3 1%	* *	1 1%	1 *	1 1%	* *	- -	1 1%	1 *	- -	* 1%	16 1%	- -	* 1%
Central	263 13%	94 13%	38 13%	26 11%	31 14%	31 14%	27 13%	19 11%	22 16%	17 12%	17 12%	14 13%	10 10%	162 13%	6 15%	1 2%
Granada	221 11%	59 8%	23 8%	17 7%	17 7%	18 8%	15 7%	18 10%	7 5%	13 9%	11 8%	8 8%	7 7%	152 12%	5 13%	5 11%
London	370 18%	144 20%	67 22%	54 22%	44 19%	44 20%	38 18%	41 23%	28 20%	32 23%	30 22%	26 23%	21 21%	213 17%	4 11%	8 20%
Meridian	219 10%	77 11%	34 11%	33 14%	20 9%	23 11%	24 11%	20 11%	20 14%	20 14%	15 11%	11 10%	11 11%	134 10%	3 8%	4 9%
STV	165 8%	69 9%	27 9%	28 11%	28 12%	25 12%	18 9%	15 8%	12 8%	8 6%	13 9%	11 10%	12 12%	92 7%	1 1%	4 10%
Tyne Tees	82 4%	27 4%	9 3%	4 2%	10 4%	6 3%	8 4%	6 3%	3 2%	3 2%	3 2%	2 2%	6 6%	53 4%	- -	2 4%
Wales	98 5%	40 5%	16 5%	13 6%	16 7%	15 7%	13 6%	8 5%	10 7%	7 5%	5 4%	6 5%	5 5%	56 4%	1 3%	2 4%
West	60 3%	20 3%	8 3%	7 3%	7 3%	6 3%	4 2%	2 1%	4 3%	3 2%	5 3%	3 3%	2 2%	34 3%	4 10%	2 4%
Westcountry	104 5%	33 4%	14 4%	9 4%	11 5%	4 2%	14 6%	5 3%	7 5%	8 6%	8 6%	6 6%	6 6%	66 5%	2 5%	3 7%
Yorkshire	201 10%	59 8%	20 7%	18 8%	19 8%	20 9%	20 9%	18 10%	7 5%	12 8%	14 10%	4 4%	9 9%	132 10%	2 6%	7 17%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 75
Which of the following ITV regions do you live in?
Base: All respondents

		Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?														
		Dealing with letters and emails from banks, energy providers, telecoms or water companies														
		Reviewing bank, energy, telecoms, mortgage or credit card statements and bills														
		Contacting your bank, energy or telecoms supplier, water company or landlord														
		Setting up repeat payments for bills (e.g. direct debits)														
		None of the above														
		Prefer not to say														
		Don't know														
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Managing your budget	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know			
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
UTV	63	13	5	5	2	2	3	1	-	2	-	1	1	48	2	-
	3%	2%	2%	2%	1%	1%	1%	1%	-	1%	-	1%	1%	4%	5%	-

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 76
Marital Status
Base: All respondents

	Gender			Age							Social Grade				Region										Employment Sector			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Pri-vate	Opin-ion Influ-encer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
Single	653 31%	330 32%	323 30%	186 80%	148 41%	117 35%	109 29%	57 18%	36 8%	173 30%	209 35%	101 24%	171 34%	54 31%	27 32%	76 33%	58 34%	52 29%	37 25%	23 22%	49 25%	119 43%	92 32%	55 31%	11 18%	153 40%	269 32%	82 37%
NET: Married/ Civil partnership/ co habiting	1138 54%	585 57%	554 52%	39 17%	206 57%	198 59%	204 55%	186 60%	306 63%	334 59%	284 48%	282 66%	238 47%	90 51%	47 55%	131 56%	84 49%	103 57%	94 63%	64 63%	114 58%	111 41%	158 56%	100 55%	43 69%	192 51%	470 57%	116 53%
Married	837 40%	431 42%	406 38%	7 3%	112 31%	129 39%	156 42%	146 47%	287 59%	261 46%	212 36%	197 46%	167 33%	62 35%	33 39%	98 42%	57 34%	73 41%	68 46%	46 45%	89 46%	78 28%	117 41%	75 42%	41 65%	135 36%	309 37%	86 39%
Civil Partnership	18 1%	8 1%	10 1%	1 *	6 2%	10 3%	- -	1 *	- -	3 *	1 *	8 2%	7 1%	3 2%	- -	2 1%	4 2%	3 2%	2 1%	- -	- -	3 1%	1 1%	- -	- -	8 2%	6 1%	3 1%
Co Habiting	284 14%	146 14%	138 13%	31 13%	88 24%	59 18%	47 13%	39 13%	19 4%	71 12%	71 12%	78 18%	64 13%	25 14%	13 16%	31 13%	23 13%	27 15%	24 16%	18 18%	30 13%	42 11%	34 14%	23 14%	2 4%	49 13%	155 19%	28 13%
NET: Widowed/ separated/ divorced	288 14%	104 10%	184 17%	1 *	6 2%	19 6%	56 15%	66 21%	141 29%	61 11%	94 16%	38 9%	95 19%	30 17%	11 13%	23 10%	28 16%	25 14%	18 12%	15 15%	30 16%	42 15%	34 12%	23 13%	8 13%	30 8%	87 11%	21 10%
Widowed	74 4%	20 2%	54 5%	- -	- -	4 1%	2 *	12 4%	56 12%	21 4%	27 5%	10 2%	16 3%	4 2%	4 5%	8 3%	7 4%	10 6%	4 3%	3 3%	7 4%	14 5%	5 2%	5 3%	2 3%	2 1%	11 1%	5 2%
Separated	35 2%	17 2%	18 2%	- -	3 1%	4 1%	11 3%	13 4%	4 1%	7 1%	12 2%	5 1%	11 2%	5 3%	- -	3 1%	2 1%	2 1%	1 *	3 3%	6 3%	4 1%	7 2%	4 2%	- -	5 1%	19 2%	2 1%
Divorced	179 9%	67 7%	112 10%	1 *	2 1%	11 3%	43 12%	41 13%	81 17%	33 6%	55 9%	23 5%	68 13%	22 12%	7 8%	13 5%	19 11%	13 7%	13 9%	9 9%	17 9%	24 9%	22 8%	14 8%	7 10%	23 6%	58 7%	14 6%
Prefer not to answer	13 1%	3 *	11 1%	7 3%	3 1%	1 *	2 1%	1 *	- -	3 1%	1 *	4 1%	5 1%	2 1%	* 1%	4 2%	- -	- -	- -	- -	2 1%	2 1%	- -	3 2%	- -	3 1%	4 *	1 *

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 77
Marital Status
Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
Single	653 31%	286 36%	192 47%	94 25%	281 24%	38 57%	48 54%
NET: Married/ Civil partnership/ co habiting	1138 54%	371 47%	167 41%	205 54%	714 62%	18 27%	35 39%
Married	837 40%	250 32%	104 25%	146 39%	557 48%	10 15%	20 22%
Civil Partnership	18 1%	5 1%	4 1%	1 *	12 1%	-	1 1%
Co Habiting	284 14%	116 15%	58 14%	58 15%	146 13%	8 13%	14 15%
NET: Widowed/ separated/ divorced	288 14%	124 16%	48 12%	76 20%	154 13%	4 6%	6 7%
Widowed	74 4%	22 3%	7 2%	15 4%	51 4%	-	1 1%
Separated	35 2%	19 2%	9 2%	9 2%	15 1%	1 2%	1 1%
Divorced	179 9%	84 11%	32 8%	52 14%	89 8%	2 3%	4 5%
Prefer not to answer	13 1%	5 1%	3 1%	2 1%	1 *	6 10%	* 1%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 78
Marital Status
Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
Single	653	280	122	91	103	90	88	87	58	59	62	50	43	334	16	23
	31%	38%	40%	38%	45%	42%	41%	49%	41%	42%	45%	44%	43%	26%	42%	54%
NET: Married/ Civil partnership/ co habiting	1138	361	149	125	99	115	105	80	70	66	66	51	46	744	18	15
	54%	50%	49%	52%	43%	53%	50%	45%	49%	47%	48%	46%	46%	58%	46%	36%
Married	837	225	83	77	61	61	67	41	42	41	37	32	27	590	12	9
	40%	31%	27%	32%	27%	28%	32%	23%	30%	29%	27%	29%	27%	46%	32%	21%
Civil Partnership	18	13	7	4	3	4	3	4	-	2	-	-	-	3	2	-
	1%	2%	2%	2%	1%	2%	1%	2%	-	1%	-	-	-	*	5%	-
Co Habiting	284	123	60	44	34	50	36	35	27	23	29	19	18	151	4	6
	14%	17%	20%	18%	15%	23%	17%	19%	19%	16%	21%	17%	18%	12%	9%	15%
NET: Widowed/ separated/ divorced	288	82	30	25	26	12	19	11	14	16	10	11	9	201	2	3
	14%	11%	10%	10%	11%	6%	9%	6%	10%	11%	7%	9%	9%	16%	4%	7%
Widowed	74	16	5	4	5	-	6	3	5	1	-	4	4	58	-	-
	4%	2%	2%	2%	2%	-	3%	2%	4%	1%	-	3%	4%	4%	-	-
Separated	35	19	12	6	6	5	6	2	3	6	3	5	2	16	-	1
	2%	3%	4%	2%	3%	2%	3%	1%	2%	4%	2%	4%	2%	1%	-	2%
Divorced	179	47	13	15	14	8	7	5	5	9	7	2	4	128	2	2
	9%	6%	4%	6%	6%	3%	3%	3%	4%	6%	5%	2%	4%	10%	4%	5%
Prefer not to answer	13	4	4	1	1	-	-	1	-	-	-	-	1	5	3	1
	1%	1%	1%	*	1%	-	-	1%	-	-	-	-	1%	*	7%	3%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 79
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Pri- vate	Opin- ion Influ- encer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
Glasgow	82 4%	34 3%	47 4%	10 4%	11 3%	24 7%	11 3%	9 3%	17 4%	21 4%	18 4%	20 4%	82 46%	-	-	-	-	-	-	-	-	-	-	-	-	21 6%	29 3%	9 4%
Edinburgh	71 3%	33 3%	39 4%	8 3%	11 3%	13 4%	10 3%	10 3%	19 4%	18 3%	19 3%	12 3%	22 4%	71 40%	-	-	-	-	-	-	-	-	-	-	-	14 4%	27 3%	9 4%
Newcastle	91 4%	40 4%	51 5%	11 5%	14 4%	14 4%	16 4%	15 5%	21 4%	25 4%	24 3%	12 6%	30 6%	-	81 95%	10 4%	-	-	-	-	-	*	-	-	-	20 5%	27 3%	5 2%
Leeds	75 4%	34 3%	41 4%	13 5%	7 2%	11 3%	15 4%	12 4%	16 3%	14 2%	21 4%	21 5%	19 4%	-	1 1%	1 *	72 42%	-	-	-	-	-	-	-	-	17 4%	30 4%	10 5%
Hull	47 2%	32 3%	15 1%	- -	7 2%	7 2%	7 2%	12 4%	14 3%	11 2%	13 2%	11 3%	12 2%	-	-	-	41 24%	-	4 3%	-	2 1%	-	-	-	-	4 1%	26 3%	1 1%
Sheffield	59 3%	28 3%	31 3%	9 4%	16 4%	9 3%	8 2%	11 3%	6 1%	14 2%	22 4%	14 3%	9 2%	-	-	-	50 29%	-	9 6%	-	-	-	-	-	-	14 4%	25 3%	8 4%
Manchester	156 7%	78 8%	78 7%	20 9%	24 7%	22 7%	31 8%	24 8%	35 7%	43 7%	38 7%	34 8%	40 8%	-	-	148 63%	1 *	5 3%	3 2%	-	-	-	-	-	-	37 10%	50 6%	16 7%
Liverpool	84 4%	40 4%	44 4%	5 2%	11 3%	14 4%	17 5%	18 6%	20 4%	15 3%	25 4%	17 4%	27 5%	-	-	66 28%	-	1 *	-	16 16%	-	-	-	-	-	12 3%	32 4%	8 4%
Nottingham	92 4%	41 4%	50 5%	13 6%	9 3%	20 6%	19 5%	15 5%	15 3%	29 5%	27 5%	14 3%	21 4%	-	-	-	-	88 59%	-	4 2%	-	-	-	-	-	12 3%	38 5%	10 5%
Birmingham	171 8%	99 10%	72 7%	14 6%	46 13%	25 7%	35 9%	15 5%	35 7%	45 8%	37 6%	44 10%	44 9%	-	-	-	-	161 89%	9 6%	1 1%	-	-	-	*	-	35 9%	73 9%	18 8%
Norwich	87 4%	42 4%	45 4%	6 3%	18 5%	15 4%	13 3%	13 4%	23 5%	22 4%	19 3%	23 5%	22 4%	-	-	-	-	-	2 1%	-	84 43%	-	1 *	-	-	11 3%	40 5%	7 3%
Milton Keynes	64 3%	30 3%	34 3%	12 5%	8 2%	15 5%	11 3%	5 1%	13 3%	19 3%	18 3%	8 2%	19 4%	-	-	-	-	-	23 16%	-	27 14%	-	14 5%	-	-	8 2%	29 4%	5 2%
Brighton	47 2%	20 2%	27 2%	5 2%	9 3%	4 1%	14 4%	3 1%	11 2%	8 1%	17 3%	11 3%	12 2%	-	-	-	-	-	-	-	-	-	47 17%	-	-	8 2%	22 3%	2 1%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 79
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
Oxford	34 2%	19 2%	14 1%	2 1%	8 2%	3 1%	5 1%	6 2%	9 2%	7 1%	7 1%	8 2%	12 2%	-	1 2%	-	-	1 1%	-	-	-	-	29 10%	3 1%	-	7 2%	10 1%	4 2%
London	457 22%	232 23%	225 21%	77 33%	86 24%	65 19%	72 19%	58 19%	100 21%	148 26%	139 24%	86 20%	84 17%	-	-	-	3 2%	-	-	56 29%	274 100%	123 43%	1 1%	-	85 22%	205 25%	70 32%	
Southampton	82 4%	34 3%	49 5%	5 2%	17 5%	18 5%	12 3%	10 3%	19 4%	32 6%	24 4%	13 3%	13 3%	-	-	-	-	-	-	-	-	53 18%	30 16%	-	15 4%	36 4%	6 3%	
Bristol	70 3%	34 3%	36 3%	8 3%	9 2%	10 3%	14 4%	8 3%	21 4%	16 3%	22 4%	14 3%	18 4%	-	-	-	1 *	-	1 1%	-	-	-	-	68 38%	-	10 3%	23 3%	6 3%
Plymouth	64 3%	27 3%	36 3%	6 3%	13 4%	10 3%	14 4%	10 3%	10 2%	12 2%	21 4%	16 4%	15 3%	-	-	-	-	-	-	-	-	-	-	64 35%	-	15 4%	23 3%	5 2%
Cardiff	75 4%	38 4%	37 3%	2 1%	11 3%	13 4%	14 4%	15 5%	19 4%	23 4%	19 3%	13 3%	21 4%	-	-	-	-	-	75 74%	-	-	-	-	-	13 3%	29 3%	10 5%	
Belfast	63 3%	28 3%	35 3%	2 1%	8 2%	8 2%	14 4%	17 5%	14 3%	19 3%	23 4%	9 2%	12 2%	-	-	-	-	-	-	-	-	-	-	63 100%	12 3%	23 3%	3 2%	
None of these	124 6%	57 6%	67 6%	3 1%	19 5%	14 4%	19 5%	23 7%	46 10%	32 6%	29 5%	27 6%	36 7%	24 14%	1 2%	9 4%	6 4%	10 5%	11 7%	8 8%	23 12%	-	18 6%	15 8%	-	10 3%	33 4%	8 3%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 80
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
Glasgow	82 4%	31 4%	17 4%	14 4%	46 4%	3 5%	2 2%
Edinburgh	71 3%	33 4%	18 4%	15 4%	31 3%	2 3%	5 5%
Newcastle	91 4%	40 5%	19 5%	22 6%	48 4%	1 1%	2 2%
Leeds	75 4%	20 3%	10 2%	10 3%	48 4%	4 6%	3 3%
Hull	47 2%	11 1%	3 1%	8 2%	31 3%	1 2%	3 3%
Sheffield	59 3%	26 3%	11 3%	14 4%	26 2%	3 5%	5 5%
Manchester	156 7%	53 7%	35 8%	18 5%	89 8%	6 10%	7 8%
Liverpool	84 4%	24 3%	15 4%	9 2%	53 5%	4 6%	3 3%
Nottingham	92 4%	32 4%	18 4%	14 4%	48 4%	2 3%	10 11%
Birmingham	171 8%	60 8%	28 7%	33 9%	103 9%	3 5%	4 5%
Norwich	87 4%	35 4%	16 4%	19 5%	42 4%	4 6%	7 7%
Milton Keynes	64 3%	24 3%	17 4%	7 2%	36 3%	1 2%	3 3%
Brighton	47 2%	18 2%	12 3%	6 2%	26 2%	1 1%	2 2%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 80
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Weighted base	2093	787	410	377	1151	65	90
Oxford	34 2%	13 2%	6 1%	7 2%	20 2%	1 1%	- -
London	457 22%	159 20%	86 21%	72 19%	257 22%	19 30%	22 25%
Southampton	82 4%	38 5%	18 4%	20 5%	40 3%	- -	5 5%
Bristol	70 3%	37 5%	15 4%	22 6%	28 2%	3 5%	1 1%
Plymouth	64 3%	40 5%	23 6%	17 4%	21 2%	1 2%	2 2%
Cardiff	75 4%	21 3%	8 2%	13 4%	47 4%	2 3%	4 5%
Belfast	63 3%	23 3%	14 3%	9 2%	40 3%	- -	- -
None of these	124 6%	49 6%	23 6%	26 7%	70 6%	4 6%	1 1%

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 81
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
Glasgow	82 4%	33 4%	15 5%	13 5%	14 6%	9 4%	6 3%	9 5%	5 3%	2 2%	4 3%	4 3%	4 4%	45 4%	2 5%	2 5%
Edinburgh	71 3%	31 4%	9 3%	12 5%	10 4%	14 6%	11 5%	5 3%	6 4%	5 3%	9 6%	5 5%	4 4%	38 3%	-	2 5%
Newcastle	91 4%	29 4%	11 4%	5 2%	10 4%	6 3%	8 4%	6 3%	5 3%	4 3%	3 2%	2 2%	6 6%	60 5%	* 1%	2 4%
Leeds	75 4%	26 4%	9 3%	9 4%	8 3%	8 4%	5 2%	9 5%	2 1%	3 2%	6 4%	1 1%	3 3%	43 3%	-	6 14%
Hull	47 2%	12 2%	3 1%	3 1%	4 2%	4 2%	6 3%	7 4%	3 2%	2 2%	5 3%	2 2%	1 1%	33 3%	2 5%	-
Sheffield	59 3%	20 3%	10 3%	7 3%	6 3%	7 3%	11 5%	4 2%	2 2%	7 5%	3 2%	1 1%	5 5%	38 3%	-	1 2%
Manchester	156 7%	51 7%	18 6%	11 4%	11 5%	13 6%	14 7%	16 9%	7 5%	11 8%	11 8%	8 7%	5 5%	99 8%	3 8%	2 5%
Liverpool	84 4%	15 2%	6 2%	7 3%	6 2%	7 3%	4 2%	3 2%	2 1%	4 3%	1 *	3 3%	1 1%	63 5%	3 8%	2 6%
Nottingham	92 4%	33 4%	16 5%	8 3%	12 5%	15 7%	10 5%	11 6%	11 8%	11 8%	7 5%	5 5%	3 3%	55 4%	4 9%	1 2%
Birmingham	171 8%	71 10%	25 8%	19 8%	22 10%	21 10%	13 6%	12 6%	11 8%	5 4%	16 12%	14 12%	6 6%	95 7%	3 8%	2 4%
Norwich	87 4%	37 5%	18 6%	13 5%	9 4%	10 5%	13 6%	7 4%	11 7%	5 4%	5 3%	6 5%	2 2%	47 4%	2 6%	1 2%
Milton Keynes	64 3%	24 3%	12 4%	9 4%	7 3%	4 2%	8 4%	7 4%	4 3%	4 3%	3 2%	3 3%	5 5%	38 3%	-	2 5%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 81
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
Brighton	47 2%	19 3%	10 3%	7 3%	4 2%	4 2%	7 3%	4 2%	4 3%	4 3%	3 2%	5 4%	3 3%	25 2%	1 2%	2 6%
Oxford	34 2%	10 1%	5 2%	4 2%	3 1%	6 3%	1 1%	4 2%	1 *	3 2%	2 1%	2 2%	3 3%	21 2%	1 3%	1 3%
London	457 22%	172 24%	78 26%	66 27%	51 22%	51 24%	50 24%	43 24%	41 29%	40 28%	38 27%	27 24%	23 23%	266 21%	10 26%	9 22%
Southampton	82 4%	33 5%	12 4%	14 6%	9 4%	12 5%	11 5%	15 8%	10 7%	9 7%	8 6%	4 4%	5 5%	49 4%	-	* 1%
Bristol	70 3%	18 2%	9 3%	3 1%	7 3%	4 2%	5 3%	5 3%	3 2%	3 2%	5 4%	3 3%	1 1%	47 4%	2 5%	3 7%
Plymouth	64 3%	19 3%	8 3%	5 2%	4 2%	1 *	7 3%	2 1%	4 3%	6 4%	5 4%	3 3%	4 4%	42 3%	* 1%	2 4%
Cardiff	75 4%	33 4%	12 4%	13 5%	13 6%	12 6%	11 5%	7 4%	8 6%	7 5%	5 3%	4 4%	5 5%	41 3%	-	2 4%
Belfast	63 3%	13 2%	5 2%	5 2%	2 1%	2 1%	3 1%	1 1%	-	2 1%	-	1 1%	1 1%	48 4%	2 5%	-
None of these	124 6%	31 4%	12 4%	10 4%	15 7%	6 3%	8 4%	2 1%	3 2%	4 3%	3 2%	7 6%	8 9%	90 7%	3 7%	-

Third Party Access Survey

ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 82

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

	Gender			Age							Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Pri-verse	Opin-ion Influ-encer	
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214	
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220	
Up to £7,000	(3.5)	76 4%	36 4%	40 4%	11 5%	15 4%	14 4%	16 4%	18 6%	1 *	1 *	17 3%	2 *	56 11%	5 3%	7 9%	8 3%	5 3%	7 4%	2 2%	4 4%	3 2%	13 5%	13 5%	7 4%	2 2%	1 *	10 1%	6 3%
£7,001 to £14,000	(10.5)	246 12%	100 10%	145 14%	19 8%	31 8%	34 10%	49 13%	51 16%	62 13%	15 3%	55 9%	37 9%	138 27%	35 20%	9 11%	31 13%	25 15%	29 16%	18 12%	10 10%	17 9%	22 8%	25 9%	16 9%	8 12%	18 5%	71 9%	20 9%
£14,001 to £21,000	(17.5)	373 18%	167 16%	206 19%	28 12%	49 14%	54 16%	66 18%	61 20%	114 24%	60 11%	119 20%	68 16%	125 25%	30 17%	17 20%	38 16%	35 18%	36 19%	19 19%	34 17%	35 13%	53 19%	38 21%	7 11%	57 15%	127 15%	29 13%	
£21,001 to £28,000	(24.5)	340 16%	168 16%	172 16%	20 9%	59 16%	54 16%	69 19%	54 17%	84 17%	89 16%	127 22%	58 14%	66 13%	32 18%	16 19%	41 18%	27 16%	30 17%	28 19%	20 19%	38 20%	29 11%	39 14%	32 18%	6 9%	62 16%	137 17%	27 12%
£28,001 to £34,000	(31)	300 14%	142 14%	158 15%	15 7%	56 16%	58 17%	47 13%	50 16%	73 15%	87 15%	76 13%	95 22%	42 8%	29 17%	11 13%	31 13%	37 21%	22 12%	21 14%	11 11%	37 19%	33 12%	39 14%	21 12%	7 12%	62 16%	134 16%	29 13%
£34,001 to £41,000	(37.5)	196 9%	118 12%	78 7%	13 5%	26 7%	35 11%	46 12%	26 8%	50 10%	67 12%	60 10%	43 10%	27 5%	12 7%	8 9%	18 8%	20 11%	13 7%	6 4%	9 9%	26 13%	25 9%	25 9%	26 14%	8 12%	40 11%	96 12%	27 12%
£41,001 to £48,000	(44.5)	119 6%	64 6%	56 5%	21 9%	24 7%	15 5%	19 5%	11 4%	29 6%	56 10%	19 3%	29 7%	15 3%	3 2%	6 7%	11 5%	5 3%	9 5%	9 6%	7 7%	11 6%	19 7%	26 9%	10 6%	3 5%	26 7%	52 6%	21 9%
£48,001 to £55,000	(51.5)	97 5%	47 5%	50 5%	12 5%	30 8%	21 6%	14 4%	9 3%	11 2%	40 7%	31 5%	18 4%	8 2%	7 4%	6 4%	8 3%	5 6%	10 6%	2 1%	8 8%	4 2%	21 8%	14 5%	7 4%	5 8%	31 8%	51 6%	16 7%
£55,001 to £62,000	(58.5)	51 2%	33 3%	18 2%	7 3%	16 5%	9 3%	6 2%	8 3%	5 1%	26 5%	11 2%	12 3%	2 *	3 2%	-	5 2%	4 2%	1 1%	3 2%	2 2%	2 1%	14 5%	12 4%	2 1%	3 4%	16 4%	29 4%	4 2%
£62,001 to £69,000	(65.5)	36 2%	18 2%	17 2%	6 3%	11 3%	4 1%	7 2%	5 2%	3 1%	20 3%	8 1%	8 2%	-	1 1%	-	8 3%	2 1%	-	-	1 1%	4 2%	9 3%	6 2%	2 1%	2 3%	8 2%	22 3%	11 5%
£69,001 to £76,000	(72.5)	29 1%	16 2%	12 1%	2 1%	13 4%	3 1%	5 1%	1 *	4 1%	19 3%	6 1%	2 *	1 *	1 1%	1 1%	2 1%	4 2%	2 1%	2 2%	2 1%	6 2%	3 1%	4 2%	1 1%	10 3%	15 2%	8 4%	
£76,001 to £83,000	(79.5)	18 1%	15 1%	3 *	7 3%	3 1%	4 1%	3 1%	-	* 2%	11 2%	1 *	4 1%	1 *	-	-	4 2%	1 1%	3 2%	-	-	* 1%	4 1%	3 1%	-	1 2%	2 1%	13 2%	2 1%
£83,001 or more	(86)	52 2%	31 3%	21 2%	16 7%	11 3%	12 3%	6 2%	3 1%	5 1%	29 5%	14 2%	6 1%	2 *	-	-	5 2%	3 2%	4 2%	3 2%	2 2%	4 2%	17 6%	5 2%	4 2%	5 8%	14 4%	28 3%	13 6%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 82

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	South East	South West	North Ireland	Public		Private	
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
Prefer not to answer	162	66	96	55	17	18	16	12	44	51	43	42	25	17	4	24	4	13	17	6	11	26	22	11	6	31	45	6
	8%	6%	9%	24%	5%	5%	4%	4%	9%	9%	7%	10%	5%	10%	5%	10%	2%	7%	12%	6%	6%	10%	8%	6%	10%	8%	5%	3%
Average income (£000's)	29.97	31.88	28.10	37.23	34.40	30.99	28.57	25.71	26.87	39.83	29.03	31.44	19.26	24.44	25.63	29.83	28.43	28.28	26.49	29.80	29.90	36.82	31.08	29.31	37.38	35.76	33.98	37.18

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 83

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
Up to £7,000	(3.5) 76 4%	46 6%	28 7%	19 5%	19 2%	4 6%	8 9%
£7,001 to £14,000	(10.5) 246 12%	129 16%	82 20%	47 12%	105 9%	4 6%	7 8%
£14,001 to £21,000	(17.5) 373 18%	138 18%	65 16%	73 20%	208 18%	13 19%	15 16%
£21,001 to £28,000	(24.5) 340 16%	134 17%	61 15%	74 20%	176 15%	12 19%	17 19%
£28,001 to £34,000	(31) 300 14%	98 12%	57 14%	42 11%	185 16%	9 13%	8 9%
£34,001 to £41,000	(37.5) 196 9%	59 7%	30 7%	28 7%	128 11%	3 5%	7 8%
£41,001 to £48,000	(44.5) 119 6%	51 7%	19 5%	32 8%	64 6%	-	4 4%
£48,001 to £55,000	(51.5) 97 5%	35 5%	10 3%	25 7%	57 5%	3 4%	1 1%
£55,001 to £62,000	(58.5) 51 2%	17 2%	12 3%	4 1%	33 3%	2 3%	-
£62,001 to £69,000	(65.5) 36 2%	6 1%	3 1%	3 1%	27 2%	1 1%	2 2%
£69,001 to £76,000	(72.5) 29 1%	13 2%	7 2%	6 2%	15 1%	-	1 1%
£76,001 to £83,000	(79.5) 18 1%	3 *	2 1%	1 *	12 1%	-	2 2%
£83,001 or more	(86) 52 2%	16 2%	10 2%	5 1%	31 3%	-	5 6%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 83

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Weighted base	2093	787	410	377	1151	65	90
Prefer not to answer	162 8%	42 5%	23 6%	19 5%	92 8%	16 24%	12 14%
Average income (£000's)	29.97	27.45	26.77	28.18	31.94	25.47	30.32

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 84

What is the combined annual income of your household, prior to tax being deducted?**Base: All respondents**

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
Up to £7,000	(3.5) 76 4%	28 4%	15 5%	7 3%	12 5%	4 2%	10 5%	8 5%	2 2%	6 5%	4 3%	3 2%	7 7%	44 3%	3 7%	1 2%
£7,001 to £14,000	(10.5) 246 12%	85 12%	38 12%	23 10%	26 11%	18 8%	25 12%	19 10%	11 8%	15 11%	15 11%	16 15%	11 11%	155 12%	3 7%	4 9%
£14,001 to £21,000	(17.5) 373 18%	130 18%	52 17%	33 14%	39 17%	25 12%	36 17%	24 13%	21 15%	25 18%	18 13%	16 14%	12 12%	225 18%	6 16%	12 29%
£21,001 to £28,000	(24.5) 340 16%	100 14%	39 13%	33 14%	28 12%	28 13%	30 14%	23 13%	19 14%	15 10%	13 10%	13 12%	10 10%	231 18%	3 7%	7 17%
£28,001 to £34,000	(31) 300 14%	92 13%	36 12%	22 9%	19 8%	35 16%	24 11%	25 14%	16 11%	10 7%	27 19%	14 12%	8 8%	197 15%	6 15%	5 11%
£34,001 to £41,000	(37.5) 196 9%	58 8%	29 10%	21 9%	18 8%	17 8%	15 7%	16 9%	16 12%	9 6%	12 9%	9 8%	11 11%	132 10%	4 11%	2 5%
£41,001 to £48,000	(44.5) 119 6%	55 7%	26 8%	22 9%	24 11%	23 10%	20 9%	18 10%	16 11%	17 12%	13 9%	8 7%	12 12%	65 5%	-	-
£48,001 to £55,000	(51.5) 97 5%	47 6%	18 6%	16 7%	13 6%	19 9%	7 3%	8 4%	10 7%	11 8%	7 5%	5 5%	4 4%	46 4%	4 9%	1 2%
£55,001 to £62,000	(58.5) 51 2%	21 3%	5 2%	13 5%	7 3%	5 2%	2 1%	3 2%	3 2%	6 4%	3 2%	1 1%	4 4%	29 2%	-	1 2%
£62,001 to £69,000	(65.5) 36 2%	14 2%	6 2%	7 3%	4 2%	4 2%	8 4%	2 1%	2 1%	3 2%	2 1%	5 5%	-	22 2%	-	-
£69,001 to £76,000	(72.5) 29 1%	13 2%	4 1%	6 2%	6 3%	3 1%	7 3%	4 2%	1 1%	3 2%	4 3%	3 2%	2 2%	15 1%	-	1 2%
£76,001 to £83,000	(79.5) 18 1%	10 1%	4 1%	3 1%	1 *	6 3%	1 1%	5 3%	1 1%	2 1%	2 1%	4 3%	1 1%	6 *	1 4%	-

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 84

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

		Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
		Dealing with letters and emails from banks, energy providers, telecoms or water companies															
		Reviewing bank, energy, telecoms, mortgage or credit card statements and bills															
		Contacting your bank, energy or telecoms supplier, water company or landlord															
		Setting up repeat payments for bills (e.g. direct debits)															
		None of the above															
		Prefer not to say															
		Don't know															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Managing your budget	Setting up a budget	Taking out cash	Setting up a budget	Taking out cash	Setting up a budget	Taking out cash	Setting up a budget	Taking out cash	Setting up a budget	Taking out cash
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42	
£83,001 or more	(86)	52	11	7	7	7	9	9	8	9	8	6	4	25	-	1	
		2%	4%	3%	3%	3%	4%	5%	6%	6%	6%	5%	4%	2%	-	2%	
Prefer not to answer	162	51	22	27	24	22	19	16	14	11	10	9	15	93	9	8	
		8%	7%	7%	11%	10%	9%	9%	10%	8%	7%	8%	15%	7%	24%	20%	
Average income (£000's)	29.97	31.95	31.21	34.91	31.80	35.52	32.23	33.92	35.14	35.18	34.76	35.01	32.13	29.00	28.75	25.94	

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 85

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

Base: All respondents

	Gender		Age						Social Grade				Region										Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Pri-vate	Opin-ion Influ-encer
Unweighted base	2093	1033	1060	205	331	367	386	321	483	668	567	358	500	188	79	234	157	159	164	101	196	243	313	199	60	366	845	214
Weighted base	2093	1021	1072	232	362	335	370	310	484	571	588	425	509	177	85	234	171	181	148	102	195	274	284	181	63	378	829	220
NET: Yes	483 23%	212 21%	271 25%	30 13%	64 18%	76 23%	93 25%	90 29%	131 27%	106 18%	125 21%	68 16%	184 36%	46 26%	25 30%	61 26%	37 21%	38 21%	42 28%	27 27%	47 24%	34 12%	65 23%	45 25%	15 25%	54 14%	101 12%	42 19%
Yes - physical condition	299 14%	140 14%	160 15%	7 3%	27 8%	32 9%	51 14%	70 23%	112 23%	73 13%	77 13%	40 9%	109 21%	29 16%	17 20%	36 15%	20 12%	26 15%	24 16%	17 17%	33 17%	23 8%	35 12%	29 16%	11 17%	27 7%	51 6%	21 9%
Yes - mental condition	217 10%	84 8%	133 12%	23 10%	36 10%	51 15%	59 16%	36 12%	11 2%	36 6%	57 10%	31 7%	93 18%	22 12%	14 17%	28 12%	14 8%	17 9%	18 12%	10 10%	18 9%	15 5%	27 10%	25 14%	8 13%	29 8%	56 7%	18 8%
Yes - disability	142 7%	69 7%	74 7%	2 1%	14 4%	19 6%	28 8%	34 11%	46 10%	25 4%	30 5%	16 4%	71 14%	15 9%	3 3%	22 10%	10 6%	11 6%	11 8%	11 10%	17 8%	5 2%	22 8%	12 7%	3 5%	11 3%	21 2%	14 6%
Yes - other	11 1%	6 1%	5 *	1 *	- -	1 *	3 1%	5 2%	2 *	4 1%	2 *	1 *	4 1%	3 1%	1 1%	2 1%	- -	1 *	1 1%	1 1%	1 *	1 *	1 *	1 1%	- -	3 1%	1 *	1 1%
No	1551 74%	786 77%	765 71%	191 82%	288 79%	245 73%	263 71%	218 70%	347 72%	455 80%	440 75%	348 82%	309 61%	128 72%	59 69%	164 70%	128 75%	135 75%	104 70%	70 69%	145 74%	234 85%	208 73%	129 71%	47 75%	310 82%	706 85%	174 79%
Prefer not to say	60 3%	24 2%	36 3%	12 5%	10 3%	14 4%	15 4%	2 1%	6 1%	11 2%	23 4%	9 2%	16 3%	3 1%	1 2%	9 4%	6 3%	7 4%	2 2%	4 4%	3 2%	6 2%	11 4%	6 3%	- -	14 4%	22 3%	4 2%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 86

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

Base: All respondents

	Q1. Have you ever experienced a mental health problem?						
	Total	NET: Yes	Yes, in the last 24 months	Yes, longer ago	No, I have never experienced a mental health problem	Prefer not to say	Don't know
Unweighted base	2093	819	425	394	1123	67	84
Weighted base	2093	787	410	377	1151	65	90
NET: Yes	483 23%	348 44%	230 56%	118 31%	112 10%	6 9%	17 19%
Yes - physical condition	299 14%	194 25%	104 25%	89 24%	92 8%	3 4%	11 12%
Yes - mental condition	217 10%	216 27%	185 45%	30 8%	- -	- -	1 2%
Yes - disability	142 7%	91 12%	53 13%	38 10%	36 3%	3 4%	12 14%
Yes - other	11 1%	7 1%	4 1%	3 1%	5 *	- -	- -
No	1551 74%	415 53%	168 41%	248 66%	1030 90%	36 55%	69 77%
Prefer not to say	60 3%	24 3%	13 3%	11 3%	8 1%	24 36%	4 4%

Third Party Access Survey
ONLINE Fieldwork: 12th-13th June 2019

Absolutes/col percents

Table 87

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

Base: All respondents

	Q2. Have you ever wanted help from a friend or family member with any of the following aspects of money management?															
	Total	NET: Yes	Paying bills	Finding the best deal for energy, broadband, banking or insurance	Buying things or doing the shopping	Saving money (e.g. for a holiday or a rainy day)	Dealing with letters and emails from banks, energy providers, telecoms or water companies	Managing your budget	Reviewing bank, energy, telecoms, mortgage or credit card statements and bills	Contacting your bank, energy or telecoms supplier, water company or landlord	Setting up a budget	Taking out cash	Setting up repeat payments for bills (e.g. direct debits)	None of the above	Prefer not to say	Don't know
Unweighted base	2093	720	301	231	225	204	201	171	132	133	130	103	93	1289	38	46
Weighted base	2093	728	304	242	229	217	211	179	141	140	137	112	99	1285	39	42
NET: Yes	483	175	79	59	76	48	66	43	36	33	35	27	28	282	14	12
	23%	24%	26%	24%	33%	22%	31%	24%	25%	23%	26%	24%	28%	22%	35%	28%
Yes - physical condition	299	97	41	37	46	22	38	16	21	19	17	20	15	191	6	5
	14%	13%	14%	15%	20%	10%	18%	9%	15%	14%	13%	18%	15%	15%	16%	13%
Yes - mental condition	217	97	52	28	42	27	32	30	14	21	22	13	17	102	10	7
	10%	13%	17%	12%	18%	13%	15%	17%	10%	15%	16%	12%	17%	8%	27%	17%
Yes - disability	142	55	22	18	28	17	23	10	15	17	7	12	11	84	2	1
	7%	8%	7%	8%	12%	8%	11%	5%	11%	12%	5%	11%	11%	7%	6%	1%
Yes - other	11	2	*	1	2	1	1	-	1	-	-	1	-	9	-	-
	1%	*	*	1%	1%	1%	1%	-	1%	-	-	1%	-	1%	-	-
No	1551	535	217	178	149	166	140	132	103	103	99	81	72	975	16	24
	74%	74%	71%	74%	65%	77%	66%	74%	73%	74%	72%	72%	72%	76%	42%	56%
Prefer not to say	60	17	8	5	4	3	5	3	2	4	3	4	-	27	9	6
	3%	2%	3%	2%	2%	1%	2%	2%	1%	3%	2%	3%	-	2%	23%	15%