

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 1

Q1. How regularly do long queues put you off entering a shop or store?**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
Once a day or so	52 3%	35 3%	18 2%	13 5%	8 2%	12 3%	7 2%	7 2%	6 1%	12 2%	14 2%	7 2%	20 4%	12 2%	15 3%	13 3%	6 2%	6 4%
A couple of times a week	252 12%	124 12%	128 12%	36 15%	52 16%	66 17%	43 12%	26 8%	29 7%	59 11%	87 15%	55 13%	52 11%	78 15%	61 11%	63 12%	34 12%	15 9%
About once a week	286 14%	154 15%	132 13%	45 18%	54 17%	54 14%	55 16%	43 14%	36 8%	91 17%	77 13%	63 15%	56 12%	85 16%	68 13%	74 14%	29 10%	31 18%
A couple of times a month	445 22%	202 20%	243 23%	63 26%	85 26%	90 23%	80 23%	61 20%	65 15%	122 22%	137 23%	95 22%	91 19%	95 18%	130 24%	124 24%	56 19%	40 23%
About once a month	217 11%	89 9%	128 12%	20 8%	48 15%	32 8%	44 13%	33 11%	40 9%	71 13%	65 11%	37 9%	45 10%	63 12%	49 9%	66 13%	23 8%	17 10%
Once every couple of months	340 17%	166 17%	173 17%	25 10%	39 12%	78 20%	60 17%	56 18%	81 19%	94 17%	100 17%	79 18%	67 14%	79 15%	108 20%	63 12%	62 21%	28 16%
Queues never put me off entering a store	444 22%	228 23%	216 21%	42 17%	38 12%	55 14%	57 17%	80 26%	171 40%	101 18%	111 19%	92 22%	139 30%	105 20%	107 20%	107 21%	85 29%	40 22%

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Q1. How regularly do long queues put you off entering a shop or store?

Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
Once a day or so	52 3%	6 4%	3 3%	6 3%	5 3%	5 2%	4 3%	3 2%	7 3%	4 2%	2 1%	7 4%
A couple of times a week	252 12%	15 9%	9 9%	29 12%	26 15%	19 10%	12 11%	21 11%	49 19%	29 11%	22 12%	21 13%
About once a week	286 14%	31 18%	13 14%	30 13%	31 17%	30 16%	9 8%	26 13%	33 13%	52 20%	20 11%	12 8%
A couple of times a month	445 22%	40 23%	15 16%	58 24%	50 28%	45 24%	22 21%	49 26%	51 20%	44 17%	34 18%	37 23%
About once a month	217 11%	17 10%	11 11%	34 14%	21 12%	16 9%	8 7%	17 9%	21 8%	42 16%	15 8%	15 9%
Once every couple of months	340 17%	28 16%	11 12%	32 13%	21 12%	34 18%	14 13%	40 21%	37 15%	42 16%	47 25%	34 21%
Queues never put me off entering a store	444 22%	40 22%	32 34%	50 21%	26 14%	39 21%	39 36%	34 18%	56 22%	49 19%	46 25%	33 21%

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Table 2

Q2. When shopping on the high street do you prefer to use stores with express lanes or fast track queuing, for example, 10 items or less?

Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
Yes - I prefer to shop in stores with express lanes	945 46%	467 47%	479 46%	125 51%	187 57%	174 45%	173 50%	126 41%	161 38%	277 50%	299 51%	191 45%	177 38%	261 50%	240 45%	221 43%	142 48%	81 46%
No - I prefer to shop in stores without express lanes	86 4%	45 5%	41 4%	6 3%	9 3%	17 4%	12 4%	23 8%	19 4%	19 3%	14 2%	21 5%	33 7%	22 4%	22 4%	23 5%	14 5%	5 3%
It makes no difference	1004 49%	486 49%	519 50%	113 46%	131 40%	196 51%	161 47%	156 51%	248 58%	254 46%	278 47%	215 50%	258 55%	234 45%	276 51%	267 52%	138 47%	91 51%

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Q2. When shopping on the high street do you prefer to use stores with express lanes or fast track queuing, for example, 10 items or less?

Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
Yes - I prefer to shop in stores with express lanes	945 46%	81 46%	44 48%	109 45%	68 38%	86 46%	53 49%	88 46%	134 52%	127 49%	89 48%	66 41%
No - I prefer to shop in stores without express lanes	86 4%	5 3%	3 3%	6 3%	14 8%	9 5%	4 4%	6 3%	11 4%	12 5%	10 5%	6 4%
It makes no difference	1004 49%	91 51%	45 49%	124 52%	98 54%	93 49%	51 48%	97 51%	111 44%	122 47%	86 46%	86 54%

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Table 3

Q3. Which of the following types of outlet do you believe is best at managing the length of their queues?

Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
Supermarkets	1198	588	610	119	188	232	210	194	254	311	334	270	283	275	335	308	176	103
	59%	59%	59%	49%	58%	60%	61%	64%	59%	57%	57%	63%	60%	53%	62%	60%	60%	58%
Fast food outlets	348	191	157	63	53	73	59	35	66	97	107	72	72	103	80	84	51	30
	17%	19%	15%	26%	16%	19%	17%	12%	15%	18%	18%	17%	15%	20%	15%	16%	17%	17%
Independent retailers	236	100	137	31	38	35	44	38	51	71	65	50	50	68	60	54	39	16
	12%	10%	13%	13%	12%	9%	13%	12%	12%	13%	11%	12%	11%	13%	11%	11%	13%	9%
Banks	122	63	60	14	22	19	14	20	33	34	41	15	32	24	33	35	10	19
	6%	6%	6%	6%	7%	5%	4%	7%	8%	6%	7%	4%	7%	5%	6%	7%	3%	11%
Coffee shops	59	27	33	12	11	11	7	8	11	20	22	10	7	26	8	13	8	5
	3%	3%	3%	5%	3%	3%	2%	3%	2%	4%	4%	2%	1%	5%	1%	3%	3%	3%
Other chain stores	72	30	42	5	13	17	14	11	12	16	21	10	24	21	21	17	10	4
	4%	3%	4%	2%	4%	4%	4%	3%	3%	3%	4%	2%	5%	4%	4%	3%	3%	2%

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Table 3

Q3. Which of the following types of outlet do you believe is best at managing the length of their queues?

Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
Supermarkets	1198 59%	103 58%	53 58%	159 66%	96 53%	112 60%	60 56%	119 62%	127 49%	149 57%	116 62%	104 66%
Fast food outlets	348 17%	30 17%	17 18%	32 13%	35 19%	26 14%	19 18%	28 15%	54 21%	49 19%	31 17%	26 16%
Independent retailers	236 12%	16 9%	12 13%	19 8%	24 13%	20 11%	16 14%	27 14%	34 13%	34 13%	23 12%	12 8%
Banks	122 6%	19 11%	5 5%	18 7%	13 7%	20 10%	4 4%	4 2%	12 5%	13 5%	6 3%	10 6%
Coffee shops	59 3%	5 3%	1 1%	4 2%	8 4%	5 2%	3 3%	3 1%	18 7%	8 3%	4 2%	1 *
Other chain stores	72 4%	4 2%	5 5%	7 3%	4 2%	5 3%	5 5%	10 5%	12 5%	9 3%	5 3%	6 3%

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Table 4

Q4. Does the length of time you're prepared to queue vary with the amount you are spending?

Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
NET: Yes	611	339	272	137	150	114	82	60	68	198	203	111	99	162	166	155	69	59
	30%	34%	26%	56%	46%	30%	24%	20%	16%	36%	34%	26%	21%	31%	31%	30%	24%	33%
Yes - I'm prepared to wait longer when I'm buying something more valuable	532	295	237	120	129	97	71	53	62	179	176	98	79	139	143	139	65	47
	26%	30%	23%	49%	40%	25%	20%	17%	15%	33%	30%	23%	17%	27%	27%	27%	22%	27%
Yes - I'm prepared to wait longer when buying something of lower value	78	44	35	17	21	17	11	7	5	19	27	13	20	23	23	17	4	11
	4%	4%	3%	7%	6%	4%	3%	2%	1%	4%	5%	3%	4%	5%	4%	3%	1%	7%
No - the length of time I'm prepared to wait isn't affected by the value of what I'm buying	1425	659	767	108	176	272	264	245	360	351	387	317	370	355	372	355	225	118
	70%	66%	74%	44%	54%	70%	76%	80%	84%	64%	66%	74%	79%	69%	69%	70%	76%	67%

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Table 4

Q4. Does the length of time you're prepared to queue vary with the amount you are spending?

Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
NET: Yes	611 30%	59 33%	27 30%	73 30%	55 31%	65 35%	26 24%	55 29%	98 38%	64 24%	43 23%	45 29%
Yes - I'm prepared to wait longer when I'm buying something more valuable	532 26%	47 27%	22 24%	66 28%	50 28%	56 30%	24 22%	48 25%	82 32%	57 22%	41 22%	39 25%
Yes - I'm prepared to wait longer when buying something of lower value	78 4%	11 7%	5 5%	6 3%	5 3%	9 5%	2 2%	7 4%	16 6%	7 3%	2 1%	6 4%
No - the length of time I'm prepared to wait isn't affected by the value of what I'm buying	1425 70%	118 67%	65 70%	166 70%	124 69%	123 65%	82 76%	136 71%	158 62%	197 76%	143 77%	113 71%

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Table 5

Q5. How long would you be prepared to wait in a queue to buy an item worth ...?**Base: All respondents****Summary table**

		<u>Less than £5</u>	<u>£5 to £10</u>	<u>£11 to £20</u>	<u>£21 to £30</u>	<u>More than £30</u>	<u>Average Wait</u>
Unweighted base		2036	2036	2036	2036	2036	2036
Weighted base		2036	2036	2036	2036	2036	2036
Less than a minute	(0.5)	284 14%	155 8%	106 5%	88 4%	81 4%	143 7%
A couple of minutes	(2)	914 45%	866 43%	703 35%	559 27%	415 20%	691 34%
About 5 minutes	(5)	591 29%	711 35%	828 41%	846 42%	764 38%	748 37%
About 10 minutes	(10)	187 9%	237 12%	305 15%	414 20%	528 26%	334 16%
15 to 20 minutes	(17.5)	38 2%	45 2%	66 3%	97 5%	187 9%	87 4%
Half an hour	(30)	9 *	10 *	15 1%	17 1%	36 2%	17 1%
Longer than half an hour	(42.5)	12 1%	13 1%	13 1%	15 1%	24 1%	16 1%
Mean		4.06	4.60	5.30	6.09	7.54	5.52
Standard deviation		4.76	4.85	5.14	5.52	6.69	5.39
Standard error		0.11	0.11	0.11	0.12	0.15	0.12

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Table 6

Q5. How long would you be prepared to wait in a queue to buy an item worth ...?**Base: All respondents****Less than £5**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
Less than a minute	(0.5) 14%	284 16%	121 12%	43 18%	55 17%	68 18%	53 15%	30 10%	35 8%	87 16%	99 17%	60 14%	38 8%	84 16%	62 12%	77 15%	43 15%	18 10%
A couple of minutes	(2) 45%	457 46%	456 44%	107 44%	137 42%	164 42%	165 48%	144 47%	196 46%	270 49%	263 45%	183 43%	198 42%	222 43%	257 48%	222 43%	132 45%	81 46%
About 5 minutes	(5) 29%	275 28%	317 30%	52 21%	92 28%	103 27%	85 25%	107 35%	152 36%	138 25%	154 26%	138 32%	160 34%	145 28%	158 29%	151 30%	85 29%	52 30%
About 10 minutes	(10) 9%	68 7%	119 11%	29 12%	24 7%	42 11%	33 10%	22 7%	37 9%	42 8%	61 10%	32 8%	52 11%	48 9%	46 9%	46 9%	25 8%	22 12%
15 to 20 minutes	(17.5) 2%	18 2%	20 2%	8 3%	9 3%	8 2%	7 2%	2 1%	5 1%	7 1%	10 2%	11 3%	10 2%	14 3%	7 1%	9 2%	6 2%	2 1%
Half an hour	(30) *	7 1%	2 *	- -	4 1%	- -	2 1%	- -	2 1%	1 *	1 *	1 *	5 1%	1 *	2 *	4 1%	2 1%	- -
Longer than half an hour	(42.5) 1%	9 1%	3 *	5 2%	4 1%	2 *	2 *	- -	- -	4 1%	2 *	2 *	4 1%	3 *	5 1%	3 1%	1 *	1 1%
Mean	4.06	3.97	4.15	4.71	4.42	3.92	3.96	3.56	3.98	3.70	3.82	4.01	4.83	4.02	4.10	4.07	3.99	4.16
Standard deviation	4.76	5.29	4.19	6.79	6.07	4.36	4.80	2.62	3.52	4.68	4.22	4.38	5.66	4.58	5.13	4.81	4.52	4.42
Standard error	0.11	0.17	0.13	0.44	0.33	0.23	0.25	0.15	0.17	0.17	0.18	0.26	0.26	0.20	0.22	0.22	0.28	0.32

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Absolutes/col percents

Table 6

Q5. How long would you be prepared to wait in a queue to buy an item worth ...?

Base: All respondents

Less than £5

	Total	Region											
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids	
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157	
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158	
Less than a minute	(0.5) 14%	284 10%	18 15%	14 14%	33 16%	29 10%	19 12%	13 15%	28 15%	39 15%	45 17%	30 16%	15 10%
A couple of minutes	(2) 45%	914 46%	81 46%	39 42%	111 46%	72 40%	93 49%	51 47%	93 49%	111 43%	111 43%	81 44%	71 45%
About 5 minutes	(5) 29%	591 30%	52 29%	26 29%	70 29%	55 31%	60 32%	30 28%	45 24%	70 27%	76 29%	54 29%	53 33%
About 10 minutes	(10) 9%	187 12%	22 12%	11 11%	19 8%	16 9%	12 6%	7 6%	18 9%	25 10%	23 9%	18 10%	17 11%
15 to 20 minutes	(17.5) 2%	38 2%	2 1%	1 1%	5 2%	3 2%	2 1%	5 5%	4 2%	9 3%	6 2%	1 1%	1 *
Half an hour	(30) *	9 *	- -	1 1%	1 1%	1 1%	1 *	1 1%	1 1%	1 *	- -	1 1%	- -
Longer than half an hour	(42.5) 1%	12 1%	1 1%	- -	- -	3 1%	1 1%	1 1%	2 1%	3 1%	- -	- -	2 1%
Mean	4.06	4.16	4.08	3.77	4.46	3.92	4.48	4.18	4.40	3.66	3.70	4.23	
Standard deviation	4.76	4.42	4.32	3.75	6.11	4.71	5.71	5.67	5.55	3.34	3.64	4.93	
Standard error	0.11	0.32	0.44	0.25	0.47	0.34	0.60	0.42	0.34	0.20	0.27	0.39	

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Table 7

Q5. How long would you be prepared to wait in a queue to buy an item worth ...?**Base: All respondents****£5 to £10**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
Less than a minute	(0.5) 8%	155 10%	100 5%	27 11%	31 10%	37 10%	25 7%	15 5%	20 5%	47 8%	50 8%	32 8%	26 6%	39 8%	40 8%	44 9%	24 8%	8 4%
A couple of minutes	(2) 43%	866 44%	435 42%	95 39%	138 42%	166 43%	164 47%	129 42%	174 41%	263 48%	249 42%	182 43%	172 37%	222 43%	233 43%	206 40%	127 43%	78 44%
About 5 minutes	(5) 35%	711 33%	380 37%	72 29%	98 30%	124 32%	108 31%	128 42%	182 42%	175 32%	196 33%	156 36%	184 39%	173 33%	189 35%	186 36%	103 35%	59 33%
About 10 minutes	(10) 12%	237 10%	139 13%	36 15%	40 12%	50 13%	38 11%	29 10%	43 10%	51 9%	80 13%	46 11%	60 13%	67 13%	60 11%	54 11%	27 9%	28 16%
15 to 20 minutes	(17.5) 2%	45 2%	17 3%	7 3%	10 3%	8 2%	8 2%	5 2%	7 2%	8 1%	11 2%	7 2%	19 4%	12 2%	7 1%	15 3%	7 2%	3 2%
Half an hour	(30) *	10 1%	9 *	2 1%	4 1%	- -	1 *	- -	2 1%	1 *	1 *	3 1%	4 1%	1 *	2 *	2 *	4 1%	- -
Longer than half an hour	(42.5) 1%	13 1%	9 *	5 2%	4 1%	2 *	2 *	- -	- -	5 1%	2 *	2 *	4 1%	3 1%	5 1%	3 1%	1 *	1 1%
Mean	4.60	4.50	4.69	5.45	5.10	4.37	4.36	4.19	4.42	4.21	4.46	4.45	5.36	4.59	4.55	4.63	4.55	4.76
Standard deviation	4.85	5.39	4.27	7.01	6.32	4.34	4.54	2.98	3.59	4.85	4.28	4.52	5.69	4.66	5.13	4.80	4.93	4.58
Standard error	0.11	0.17	0.13	0.45	0.34	0.23	0.24	0.17	0.17	0.17	0.19	0.27	0.27	0.20	0.22	0.22	0.30	0.33

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Absolutes/col percents

Table 7

Q5. How long would you be prepared to wait in a queue to buy an item worth ...?

Base: All respondents

£5 to £10

	Total	Region											
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids	
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157	
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158	
Less than a minute	(0.5) 8%	155 8%	8 4%	5 5%	22 9%	18 10%	13 7%	6 6%	15 8%	13 5%	26 10%	18 10%	12 7%
A couple of minutes	(2) 43%	866 43%	78 44%	38 41%	105 44%	63 35%	82 43%	46 43%	94 49%	116 45%	106 41%	81 44%	57 36%
About 5 minutes	(5) 35%	711 35%	59 33%	35 38%	84 35%	68 38%	66 35%	40 37%	55 29%	81 31%	93 35%	63 34%	69 43%
About 10 minutes	(10) 12%	237 12%	28 16%	11 12%	21 9%	22 13%	22 12%	8 7%	20 11%	37 14%	31 12%	20 11%	17 11%
15 to 20 minutes	(17.5) 2%	45 2%	3 2%	3 3%	8 3%	5 3%	3 2%	6 5%	3 2%	7 3%	6 2%	1 1%	1 1%
Half an hour	(30) *	10 *	- -	1 1%	- -	1 1%	1 *	1 1%	1 1%	1 *	- -	3 2%	- -
Longer than half an hour	(42.5) 1%	13 1%	1 1%	- -	- -	3 1%	1 1%	1 1%	2 1%	3 1%	1 *	- -	2 1%
Mean	4.60	4.76	4.78	4.15	5.20	4.55	5.02	4.50	4.92	4.27	4.27	4.61	
Standard deviation	4.85	4.58	4.44	3.56	6.18	4.88	5.71	5.58	5.39	3.80	4.40	4.88	
Standard error	0.11	0.33	0.45	0.23	0.48	0.35	0.59	0.42	0.33	0.23	0.33	0.39	

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 8

Q5. How long would you be prepared to wait in a queue to buy an item worth ...?**Base: All respondents****£11 to £20**

	Gender			Age						Social Class				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land	
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188	
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177	
Less than a minute	(0.5) 5%	106 8%	75 3%	31 6%	16 6%	19 6%	29 8%	20 6%	13 4%	9 2%	37 7%	31 5%	24 6%	14 3%	27 5%	30 5%	29 6%	17 6%	3 2%
A couple of minutes	(2) 35%	703 36%	362 33%	341 30%	73 30%	108 33%	140 36%	136 39%	106 35%	140 33%	211 38%	191 32%	156 37%	145 31%	173 33%	193 36%	167 33%	103 35%	67 38%
About 5 minutes	(5) 41%	828 39%	387 43%	441 36%	88 36%	125 38%	144 37%	129 37%	139 46%	203 47%	215 39%	248 42%	168 39%	197 42%	212 41%	217 40%	213 42%	125 43%	61 34%
About 10 minutes	(10) 15%	305 13%	127 17%	178 21%	51 21%	51 16%	56 14%	47 14%	39 13%	61 14%	69 13%	99 17%	64 15%	73 16%	84 16%	78 14%	70 14%	37 12%	37 21%
15 to 20 minutes	(17.5) 3%	66 3%	28 4%	37 3%	8 3%	13 4%	14 4%	12 3%	8 3%	11 2%	11 2%	16 3%	11 3%	28 6%	17 3%	10 2%	25 5%	7 2%	7 4%
Half an hour	(30) 1%	15 1%	10 1%	5 1%	3 1%	6 2%	1 *	1 *	1 *	4 1%	2 *	4 1%	3 1%	6 1%	2 *	4 1%	4 1%	4 1%	1 *
Longer than half an hour	(42.5) 1%	13 1%	9 1%	4 *	5 2%	4 1%	2 *	2 *	- -	- -	5 1%	2 *	2 *	4 1%	3 1%	5 1%	3 1%	1 *	1 1%
Mean	5.30	5.14	5.46	6.36	5.93	5.00	4.95	4.78	5.16	4.83	5.26	5.06	6.12	5.30	5.19	5.44	5.06	5.65	
Standard deviation	5.14	5.58	4.67	7.09	6.50	4.76	4.74	3.52	4.03	5.05	4.63	4.73	6.04	4.93	5.42	5.20	4.90	5.10	
Standard error	0.11	0.17	0.15	0.46	0.35	0.25	0.25	0.20	0.19	0.18	0.20	0.28	0.28	0.21	0.23	0.23	0.30	0.37	

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 8

Q5. How long would you be prepared to wait in a queue to buy an item worth ...?

Base: All respondents

£11 to £20

	Total	Region											
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids	
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157	
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158	
Less than a minute	(0.5) 5%	106 5%	3 2%	4 4%	16 7%	9 5%	10 5%	4 4%	11 6%	10 4%	17 7%	13 7%	9 6%
A couple of minutes	(2) 35%	703 35%	67 38%	32 35%	80 33%	55 31%	65 35%	37 35%	78 41%	80 31%	93 36%	65 35%	50 32%
About 5 minutes	(5) 41%	828 41%	61 34%	35 38%	103 43%	75 42%	77 41%	51 47%	68 35%	109 43%	102 39%	74 40%	72 46%
About 10 minutes	(10) 15%	305 15%	37 21%	14 15%	27 11%	28 16%	28 15%	8 7%	27 14%	43 17%	41 16%	29 16%	23 14%
15 to 20 minutes	(17.5) 3%	66 3%	7 4%	5 6%	12 5%	8 5%	5 2%	6 5%	4 2%	10 4%	7 3%	1 1%	2 1%
Half an hour	(30) 1%	15 1%	1 *	1 1%	1 1%	1 1%	2 1%	1 1%	2 1%	2 1%	- -	3 2%	- -
Longer than half an hour	(42.5) 1%	13 1%	1 1%	- -	- -	3 1%	1 1%	1 1%	2 1%	3 1%	1 *	- -	2 1%
Mean	5.30	5.65	5.53	5.02	5.96	5.30	5.36	5.17	5.80	4.82	4.89	5.08	
Standard deviation	5.14	5.10	4.93	4.28	6.31	5.32	5.59	5.86	5.72	3.95	4.46	4.99	
Standard error	0.11	0.37	0.50	0.28	0.49	0.38	0.58	0.44	0.35	0.24	0.34	0.40	

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 9

Q5. How long would you be prepared to wait in a queue to buy an item worth ...?**Base: All respondents****£21 to £30**

	Gender			Age						Social Class				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land	
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188	
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177	
Less than a minute	(0.5) 4%	88 6%	64 2%	24 6%	16 5%	16 5%	18 5%	18 5%	11 4%	9 2%	31 6%	28 5%	17 4%	12 3%	23 4%	19 4%	25 5%	18 6%	3 2%
A couple of minutes	(2) 27%	559 29%	290 26%	269 20%	49 28%	92 31%	121 32%	111 28%	86 23%	100 29%	162 27%	161 29%	126 23%	110 26%	134 27%	143 28%	144 28%	82 28%	55 31%
About 5 minutes	(5) 42%	846 40%	400 43%	446 37%	90 35%	115 40%	153 40%	139 46%	142 48%	207 42%	231 37%	221 42%	180 46%	214 42%	217 45%	242 40%	205 43%	125 43%	57 32%
About 10 minutes	(10) 20%	414 18%	184 22%	230 26%	65 22%	70 20%	76 16%	56 19%	57 21%	90 18%	149 25%	83 19%	84 18%	112 22%	103 19%	99 19%	48 16%	52 30%	
15 to 20 minutes	(17.5) 5%	97 4%	40 6%	58 6%	14 7%	23 4%	16 5%	17 3%	9 4%	18 4%	20 4%	24 4%	17 4%	35 8%	26 5%	20 4%	31 6%	14 5%	7 4%
Half an hour	(30) 1%	17 1%	10 1%	7 1%	5 2%	5 1%	1 *	2 1%	1 *	4 1%	2 *	5 1%	3 1%	7 2%	1 *	4 1%	4 1%	6 2%	2 1%
Longer than half an hour	(42.5) 1%	15 1%	11 1%	5 *	6 2%	4 1%	3 1%	2 *	1 *	- -	6 1%	2 *	2 *	6 1%	4 1%	7 1%	3 1%	1 *	1 1%
Mean	6.09	5.92	6.25	7.56	6.73	5.69	5.60	5.40	6.01	5.68	6.10	5.74	6.87	6.08	6.13	6.05	5.90	6.40	
Standard deviation	5.52	5.95	5.08	7.69	6.64	5.14	5.16	4.02	4.35	5.48	5.05	4.92	6.52	5.23	5.94	5.40	5.54	5.41	
Standard error	0.12	0.19	0.16	0.50	0.36	0.27	0.27	0.23	0.21	0.20	0.22	0.29	0.30	0.22	0.26	0.24	0.34	0.39	

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 9

Q5. How long would you be prepared to wait in a queue to buy an item worth ...?

Base: All respondents

£21 to £30

	Total	Region											
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids	
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157	
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158	
Less than a minute	(0.5) 4%	88 2%	3 4%	4 5%	12 5%	9 5%	6 3%	5 4%	8 4%	8 3%	15 6%	13 7%	5 3%
A couple of minutes	(2) 27%	55 31%	29 32%	68 28%	47 26%	48 25%	33 30%	51 27%	60 24%	74 28%	49 27%	44 28%	
About 5 minutes	(5) 42%	846 32%	57 37%	34 44%	105 37%	67 46%	87 44%	47 43%	82 44%	113 40%	103 42%	78 46%	73 46%
About 10 minutes	(10) 20%	414 30%	52 19%	17 16%	39 24%	43 24%	36 19%	12 11%	40 21%	54 21%	59 23%	35 19%	27 17%
15 to 20 minutes	(17.5) 5%	97 4%	7 7%	7 6%	14 5%	9 4%	8 7%	8 2%	5 6%	16 4%	10 4%	7 4%	7 5%
Half an hour	(30) 1%	17 1%	2 1%	1 1%	1 1%	2 1%	2 1%	2 2%	2 1%	1 1%	- -	3 2%	- -
Longer than half an hour	(42.5) 1%	15 1%	1 1%	- -	- -	3 1%	2 1%	1 1%	3 2%	3 1%	1 *	- -	2 1%
Mean	6.09	6.40	6.00	5.61	6.65	6.20	6.25	6.29	6.60	5.57	5.70	5.87	
Standard deviation	5.52	5.41	5.18	4.47	6.51	5.83	6.48	6.45	6.05	4.23	4.92	5.43	
Standard error	0.12	0.39	0.53	0.29	0.50	0.42	0.68	0.48	0.37	0.25	0.37	0.43	

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 10

Q5. How long would you be prepared to wait in a queue to buy an item worth ...?**Base: All respondents****More than £30**

	Gender			Age						Social Class				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land	
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188	
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177	
Less than a minute	(0.5) 4%	81 6%	60 2%	21 5%	13 4%	14 4%	16 4%	19 5%	7 2%	11 3%	31 6%	23 4%	13 3%	15 3%	19 4%	19 4%	26 5%	14 5%	3 2%
A couple of minutes	(2) 20%	415 20%	203 20%	213 20%	34 14%	66 20%	94 24%	89 26%	58 19%	75 17%	110 20%	123 21%	89 21%	93 20%	97 19%	103 19%	107 21%	66 22%	42 24%
About 5 minutes	(5) 38%	764 37%	366 37%	398 38%	65 27%	99 30%	145 37%	125 36%	146 48%	184 43%	214 39%	204 34%	169 40%	177 38%	197 38%	220 41%	182 36%	111 38%	53 30%
About 10 minutes	(10) 26%	528 24%	239 28%	290 28%	73 30%	87 27%	94 24%	76 22%	71 23%	126 29%	135 25%	170 29%	106 25%	117 25%	142 27%	135 25%	131 26%	68 23%	52 29%
15 to 20 minutes	(17.5) 9%	187 10%	96 9%	92 9%	42 17%	43 13%	29 8%	31 9%	20 6%	23 5%	40 7%	55 9%	45 10%	48 10%	52 10%	38 7%	49 10%	26 9%	24 13%
Half an hour	(30) 2%	36 2%	22 2%	14 1%	9 4%	10 3%	6 2%	3 1%	1 *	7 2%	13 2%	10 2%	4 1%	9 2%	6 1%	12 2%	11 2%	5 2%	2 1%
Longer than half an hour	(42.5) 1%	24 1%	13 1%	11 1%	8 3%	5 2%	3 1%	3 1%	2 1%	2 *	6 1%	6 1%	2 *	10 2%	5 1%	10 2%	4 1%	4 1%	1 1%
Mean	7.54	7.55	7.54	10.20	8.62	6.89	6.73	6.64	7.10	7.30	7.59	7.19	8.10	7.54	7.67	7.47	7.30	7.79	
Standard deviation	6.69	7.04	6.34	9.05	7.80	6.09	6.10	5.25	5.53	6.78	6.48	5.66	7.63	6.27	7.30	6.57	6.81	6.13	
Standard error	0.15	0.22	0.20	0.59	0.43	0.32	0.32	0.30	0.26	0.24	0.28	0.34	0.36	0.27	0.32	0.29	0.42	0.45	

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 10

Q5. How long would you be prepared to wait in a queue to buy an item worth ...?

Base: All respondents

More than £30

	Total	Region											
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids	
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157	
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158	
Less than a minute	(0.5) 4%	81 4%	3 2%	4 4%	12 5%	10 5%	7 4%	3 3%	7 4%	10 4%	9 4%	11 6%	5 3%
A couple of minutes	(2) 20%	415 20%	42 24%	21 23%	56 23%	30 17%	34 18%	28 26%	36 19%	40 16%	57 22%	38 20%	33 21%
About 5 minutes	(5) 38%	764 38%	53 30%	32 35%	87 36%	63 35%	75 40%	43 40%	77 40%	101 39%	96 37%	68 37%	69 43%
About 10 minutes	(10) 26%	528 26%	52 29%	23 25%	58 24%	51 28%	51 27%	19 18%	48 25%	67 26%	75 29%	49 26%	36 23%
15 to 20 minutes	(17.5) 9%	187 9%	24 13%	8 9%	22 9%	19 10%	16 8%	11 10%	13 7%	31 12%	20 8%	15 8%	9 5%
Half an hour	(30) 2%	36 2%	2 1%	3 4%	3 1%	4 3%	3 2%	1 1%	4 2%	3 1%	3 1%	4 2%	5 3%
Longer than half an hour	(42.5) 1%	24 1%	1 1%	- -	1 1%	3 1%	3 2%	2 2%	5 3%	5 2%	1 *	1 1%	2 1%
Mean	7.54	7.79	7.37	7.00	8.16	7.72	7.29	7.99	8.15	6.93	7.31	7.21	
Standard deviation	6.69	6.13	6.40	6.03	7.28	6.93	7.38	8.02	7.10	5.26	6.48	6.83	
Standard error	0.15	0.45	0.65	0.40	0.56	0.50	0.77	0.60	0.43	0.31	0.49	0.54	

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 11

Q5. How long would you be prepared to wait in a queue to buy an item worth ...?**Base: All respondents****Average Wait**

	Gender			Age						Social Class				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North England	Wales & South West	Scotland	
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188	
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177	
Less than a minute	(0.5) 7%	143 9%	92 5%	50 9%	23 9%	27 8%	34 9%	27 8%	15 5%	17 4%	46 8%	46 8%	29 7%	21 4%	38 7%	34 6%	40 8%	23 8%	7 4%
A couple of minutes	(2) 34%	691 35%	349 33%	342 29%	72 33%	108 35%	137 38%	133 34%	105 32%	137 37%	203 33%	197 34%	147 31%	144 31%	170 33%	186 35%	169 33%	102 35%	65 37%
About 5 minutes	(5) 37%	748 35%	351 38%	397 30%	74 30%	106 33%	134 35%	117 34%	132 43%	185 43%	195 35%	205 35%	162 38%	186 40%	189 37%	205 38%	188 37%	110 37%	56 32%
About 10 minutes	(10) 16%	334 14%	143 18%	191 21%	51 21%	54 17%	64 16%	50 15%	44 14%	71 17%	79 14%	112 19%	66 15%	77 16%	91 18%	84 16%	80 16%	41 14%	38 22%
15 to 20 minutes	(17.5) 4%	87 4%	40 4%	47 5%	16 6%	20 6%	15 4%	15 4%	8 3%	13 3%	17 3%	23 4%	18 4%	28 6%	24 5%	16 3%	26 5%	12 4%	9 5%
Half an hour	(30) 1%	17 1%	11 1%	6 1%	4 2%	6 2%	2 *	2 1%	* *	4 1%	4 1%	4 1%	3 1%	7 1%	2 *	5 1%	5 1%	4 1%	1 *
Longer than half an hour	(42.5) 1%	16 1%	10 1%	5 1%	6 2%	4 1%	2 1%	2 1%	1 *	* *	5 1%	3 *	2 *	6 1%	4 1%	7 1%	3 1%	1 *	1 1%
Mean	5.52	5.42	5.62	6.86	6.16	5.18	5.12	4.91	5.33	5.14	5.45	5.29	6.26	5.51	5.53	5.53	5.36	5.75	
Standard deviation	5.57	6.01	5.11	7.80	6.84	5.08	5.19	3.93	4.41	5.56	5.17	4.98	6.45	5.31	5.97	5.52	5.51	5.31	
Standard error	0.06	0.08	0.07	0.23	0.17	0.12	0.12	0.10	0.09	0.09	0.10	0.13	0.13	0.10	0.12	0.11	0.15	0.17	

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 11

Q5. How long would you be prepared to wait in a queue to buy an item worth ...?

Base: All respondents

Average Wait

	Total	Region											
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids	
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157	
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158	
Less than a minute	(0.5) 7%	143 4%	7 7%	6 8%	19 8%	15 8%	11 6%	6 6%	14 7%	16 6%	23 9%	17 9%	9 6%
A couple of minutes	(2) 34%	691 37%	65 35%	32 35%	84 30%	54 34%	64 36%	39 37%	70 32%	81 34%	88 34%	63 34%	51 32%
About 5 minutes	(5) 37%	748 32%	56 32%	32 35%	90 37%	66 37%	73 39%	42 39%	65 34%	95 37%	94 36%	67 36%	67 42%
About 10 minutes	(10) 16%	334 22%	38 16%	15 14%	33 18%	32 18%	30 16%	11 10%	30 16%	45 18%	46 18%	30 16%	24 15%
15 to 20 minutes	(17.5) 4%	87 5%	9 5%	5 5%	12 5%	9 5%	7 4%	7 7%	6 3%	15 6%	10 4%	5 3%	4 2%
Half an hour	(30) 1%	17 1%	1 *	2 2%	1 1%	2 1%	2 1%	1 1%	2 1%	2 1%	1 *	3 2%	1 1%
Longer than half an hour	(42.5) 1%	16 1%	1 1%	- -	* *	3 1%	2 1%	1 1%	3 2%	3 1%	* *	* *	2 1%
Mean	5.52	5.75	5.55	5.11	6.08	5.54	5.68	5.63	5.97	5.05	5.17	5.40	
Standard deviation	5.57	5.31	5.21	4.64	6.60	5.74	6.27	6.52	6.13	4.31	5.02	5.55	
Standard error	0.06	0.17	0.24	0.14	0.23	0.18	0.29	0.22	0.17	0.12	0.17	0.20	

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 12

Q6. Have you ever abandoned a queue because it was taking too long to be served? If yes, please tick all of the types of product that you were going to buy but abandoned the queue.

Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
NET: Yes	1391	674	717	180	234	287	238	205	248	409	417	277	287	369	364	349	184	124
	68%	68%	69%	73%	72%	74%	69%	67%	58%	74%	71%	65%	61%	71%	68%	68%	63%	70%
Food or drink	908	464	444	129	151	194	166	134	133	277	283	173	176	245	248	233	118	65
	45%	46%	43%	53%	46%	50%	48%	44%	31%	50%	48%	40%	38%	47%	46%	46%	40%	37%
Clothing	633	251	381	90	112	132	125	84	88	183	186	127	137	167	164	160	75	67
	31%	25%	37%	37%	35%	34%	36%	28%	21%	33%	31%	30%	29%	32%	30%	31%	25%	38%
Supermarket shopping	611	303	308	63	94	125	117	94	118	190	169	110	143	160	163	151	84	54
	30%	30%	30%	26%	29%	32%	34%	31%	28%	35%	29%	26%	30%	31%	30%	29%	29%	31%
Gifts	370	188	183	38	76	88	65	53	49	105	109	74	83	103	95	93	52	27
	18%	19%	18%	16%	23%	23%	19%	18%	11%	19%	18%	17%	18%	20%	18%	18%	18%	15%
Health and beauty products	320	95	226	44	65	76	57	52	27	93	99	67	61	87	77	79	43	34
	16%	9%	22%	18%	20%	20%	16%	17%	6%	17%	17%	16%	13%	17%	14%	16%	15%	19%
Electricals	286	164	122	33	46	66	58	45	37	93	82	46	65	77	72	72	39	26
	14%	16%	12%	13%	14%	17%	17%	15%	9%	17%	14%	11%	14%	15%	13%	14%	13%	15%
No, have never abandoned a queue	645	324	321	65	92	100	108	101	180	140	173	151	181	148	173	162	109	53
	32%	32%	31%	27%	28%	26%	31%	33%	42%	26%	29%	35%	39%	29%	32%	32%	37%	30%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 12

Q6. Have you ever abandoned a queue because it was taking too long to be served? If yes, please tick all of the types of product that you were going to buy but abandoned the queue.

Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
NET: Yes	1391	124	68	154	127	126	63	130	180	190	121	108
	68%	70%	74%	64%	71%	67%	58%	68%	70%	73%	65%	68%
Food or drink	908	65	47	97	89	78	46	85	117	128	72	85
	45%	37%	51%	41%	49%	41%	42%	45%	46%	49%	39%	54%
Clothing	633	67	30	67	62	61	27	56	90	78	48	46
	31%	38%	33%	28%	35%	33%	25%	29%	35%	30%	26%	29%
Supermarket shopping	611	54	29	65	57	67	34	47	82	77	50	49
	30%	31%	31%	27%	32%	36%	32%	25%	32%	30%	27%	31%
Gifts	370	27	18	46	29	38	23	34	52	51	29	23
	18%	15%	20%	19%	16%	20%	21%	18%	20%	20%	16%	14%
Health and beauty products	320	34	12	30	38	30	15	27	47	40	28	20
	16%	19%	13%	12%	21%	16%	14%	14%	18%	15%	15%	13%
Electricals	286	26	14	30	29	27	18	28	48	29	21	16
	14%	15%	15%	13%	16%	14%	17%	15%	19%	11%	11%	10%
No, have never abandoned a queue	645	53	24	85	53	62	45	60	77	72	64	51
	32%	30%	26%	36%	29%	33%	42%	32%	30%	27%	35%	32%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 13

Q7. Which of the following do you dislike most when you're queuing?**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
Not enough staff serving customers at cashpoints	1045 51%	482 48%	563 54%	135 55%	180 55%	212 55%	165 48%	157 51%	196 46%	288 52%	316 54%	232 54%	208 44%	258 50%	292 54%	248 49%	160 54%	88 50%
Sales assistants spending too long chatting to customers	393 19%	175 18%	218 21%	45 18%	54 17%	71 18%	71 20%	49 16%	103 24%	110 20%	102 17%	73 17%	108 23%	102 20%	99 18%	99 19%	59 20%	33 19%
People being unable to find a form of payment	200 10%	114 11%	86 8%	12 5%	26 8%	29 8%	38 11%	40 13%	55 13%	70 13%	43 7%	49 11%	38 8%	51 10%	47 9%	55 11%	31 11%	16 9%
People taking too long to pack their items in bags	137 7%	77 8%	60 6%	18 7%	21 7%	23 6%	26 8%	25 8%	24 6%	29 5%	53 9%	27 6%	28 6%	44 8%	40 7%	28 6%	15 5%	11 6%
Delays caused by people paying with cards	98 5%	62 6%	36 3%	10 4%	20 6%	16 4%	25 7%	13 4%	15 3%	12 2%	27 5%	17 4%	42 9%	14 3%	28 5%	34 7%	13 5%	9 5%
Someone in front paying with lots of change	50 2%	31 3%	19 2%	13 5%	11 3%	10 3%	2 *	4 1%	11 2%	11 2%	21 3%	9 2%	9 2%	19 4%	8 1%	11 2%	5 2%	6 4%
Lack of space at the counter	33 2%	15 1%	19 2%	2 1%	5 2%	12 3%	4 1%	6 2%	4 1%	6 1%	11 2%	5 1%	12 3%	10 2%	6 1%	10 2%	1 *	5 3%
None of these annoy me	81 4%	42 4%	39 4%	10 4%	9 3%	13 3%	16 5%	12 4%	20 5%	24 4%	19 3%	14 3%	25 5%	19 4%	17 3%	25 5%	9 3%	9 5%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 13

Q7. Which of the following do you dislike most when you're queuing?**Base: All respondents**

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
Not enough staff serving customers at cashpoints	1045 51%	88 50%	39 42%	118 49%	91 51%	98 52%	60 55%	102 54%	129 50%	129 49%	100 54%	91 58%
Sales assistants spending too long chatting to customers	393 19%	33 19%	19 20%	46 19%	34 19%	34 18%	19 18%	36 19%	49 19%	53 20%	40 21%	30 19%
People being unable to find a form of payment	200 10%	16 9%	16 17%	21 9%	19 10%	18 10%	12 11%	19 10%	25 10%	26 10%	20 11%	10 6%
People taking too long to pack their items in bags	137 7%	11 6%	2 2%	18 8%	8 4%	14 7%	9 9%	14 8%	22 9%	22 8%	5 3%	11 7%
Delays caused by people paying with cards	98 5%	9 5%	6 7%	14 6%	13 7%	12 7%	5 4%	4 2%	5 2%	9 3%	9 5%	11 7%
Someone in front paying with lots of change	50 2%	6 4%	- -	6 2%	6 3%	3 1%	2 2%	5 3%	11 4%	9 3%	4 2%	- -
Lack of space at the counter	33 2%	5 3%	2 2%	5 2%	3 2%	3 1%	- -	4 2%	7 3%	4 1%	1 1%	- -
None of these annoy me	81 4%	9 5%	8 9%	11 5%	6 3%	6 3%	2 2%	6 3%	9 3%	11 4%	8 4%	5 3%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 14

Q8. Do you recognise this logo, and if you do, which of the following do you think the logo means?

Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
NET: Yes	591	347	244	124	145	107	88	65	63	185	201	111	95	173	161	133	77	47
	29%	35%	23%	51%	44%	28%	25%	21%	15%	34%	34%	26%	20%	33%	30%	26%	26%	27%
Yes, it means WiFi available	48	23	25	14	13	11	3	4	3	12	17	10	9	11	12	11	6	7
	2%	2%	2%	6%	4%	3%	1%	1%	1%	2%	3%	2%	2%	2%	2%	2%	2%	4%
Yes, it means contactless payment available	475	296	179	106	114	92	74	50	38	155	165	86	68	145	132	109	54	35
	23%	30%	17%	44%	35%	24%	21%	16%	9%	28%	28%	20%	15%	28%	25%	21%	18%	20%
Yes, it means assistance for deaf customers available	50	19	31	3	10	3	10	9	15	14	12	9	15	13	10	10	13	4
	2%	2%	3%	1%	3%	1%	3%	3%	4%	3%	2%	2%	3%	2%	2%	2%	4%	2%
Yes, it means mobile top up available	19	10	9	1	7	1	2	1	7	4	6	5	4	4	6	3	4	1
	1%	1%	1%	*	2%	*	*	*	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
No, I don't recognise it	1445	650	795	120	181	280	258	241	364	365	390	317	373	345	377	377	216	129
	71%	65%	77%	49%	56%	72%	75%	79%	85%	66%	66%	74%	80%	67%	70%	74%	74%	73%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 14

Q8. Do you recognise this logo, and if you do, which of the following do you think the logo means?

Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
NET: Yes	591 29%	47 27%	19 21%	68 29%	46 25%	54 29%	25 23%	68 36%	87 34%	86 33%	52 28%	38 24%
Yes, it means WiFi available	48 2%	7 4%	1 1%	6 3%	4 2%	1 *	4 4%	6 3%	5 2%	6 2%	2 1%	5 3%
Yes, it means contactless payment available	475 23%	35 20%	16 17%	56 23%	38 21%	47 25%	16 15%	58 30%	77 30%	67 26%	37 20%	28 18%
Yes, it means assistance for deaf customers available	50 2%	4 2%	3 3%	5 2%	2 1%	5 3%	4 4%	4 2%	4 1%	9 4%	9 5%	1 1%
Yes, it means mobile top up available	19 1%	1 1%	-	1 1%	1 1%	1 1%	-	1 *	1 *	3 1%	4 2%	5 3%
No, I don't recognise it	1445 71%	129 73%	73 79%	171 71%	134 75%	135 71%	83 77%	122 64%	169 66%	175 67%	133 72%	120 76%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 15

Q9. Contactless payment is where you can pay for something by swiping your credit or debit card for purchases below £15 without needing to sign or enter a PIN.

Which of these statements best describes your awareness of contactless payment?

Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
NET: Aware some cards	672	385	287	110	115	130	104	103	110	209	227	119	116	189	200	152	80	51
	33%	39%	28%	45%	35%	33%	30%	34%	26%	38%	38%	28%	25%	37%	37%	30%	27%	29%
I'm aware that some cards can do this but know that my cards can't do this	356	220	136	80	63	57	54	49	53	109	119	59	69	94	97	89	46	30
	17%	22%	13%	33%	19%	15%	15%	16%	12%	20%	20%	14%	15%	18%	18%	17%	16%	17%
I'm aware that some cards can do this but I don't know whether my cards can do this	316	165	151	30	52	73	50	53	57	100	108	61	47	95	103	63	34	21
	16%	17%	15%	12%	16%	19%	15%	18%	13%	18%	18%	14%	10%	18%	19%	12%	12%	12%
NET: Aware my card	251	147	104	24	56	50	47	35	39	84	74	53	40	65	64	63	35	25
	12%	15%	10%	10%	17%	13%	14%	11%	9%	15%	13%	12%	9%	12%	12%	12%	12%	14%
I'm aware my card can do this but I don't use it because I don't know places that have the facilities for it	101	65	36	11	20	23	18	16	13	36	30	19	15	25	27	27	16	6
	5%	7%	3%	4%	6%	6%	5%	5%	3%	7%	5%	4%	3%	5%	5%	5%	5%	3%
I'm aware my card can do this but I don't use it because I'm not sure how it works	65	37	28	4	18	12	9	11	11	18	17	20	10	18	15	12	11	10
	3%	4%	3%	2%	5%	3%	3%	4%	2%	3%	3%	5%	2%	3%	3%	2%	4%	6%
I'm aware my card can do this and I use the feature regularly	44	25	19	7	9	7	8	4	8	17	12	6	8	11	10	14	2	7
	2%	2%	2%	3%	3%	2%	2%	1%	2%	3%	2%	1%	2%	2%	2%	3%	1%	4%
I'm aware my card can do this but I don't use it because I'm worried about how secure it	41	20	21	3	9	8	12	4	7	13	16	7	6	11	12	10	6	2
	2%	2%	2%	1%	3%	2%	3%	1%	2%	2%	3%	2%	1%	2%	2%	2%	2%	1%

Queueing Survey

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Absolutes/col percents

Table 15

Q9. Contactless payment is where you can pay for something by swiping your credit or debit card for purchases below £15 without needing to sign or enter a PIN. Which of these statements best describes your awareness of contactless payment?

Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
I wasn't aware that credit or debit cards could use contactless payment	1113	465	648	110	155	207	195	168	279	257	289	255	312	264	274	296	178	101
	55%	47%	62%	45%	48%	53%	56%	55%	65%	47%	49%	60%	67%	51%	51%	58%	61%	57%

Queueing Survey

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Absolutes/col percents

Table 15

Q9. Contactless payment is where you can pay for something by swiping your credit or debit card for purchases below £15 without needing to sign or enter a PIN. Which of these statements best describes your awareness of contactless payment?

Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
NET: Aware some cards	672 33%	51 29%	24 26%	76 32%	52 29%	70 37%	18 17%	75 39%	98 38%	91 35%	62 33%	55 35%
I'm aware that some cards can do this but know that my cards can't do this	356 17%	30 17%	12 13%	42 17%	35 20%	30 16%	13 12%	45 23%	51 20%	43 16%	33 18%	22 14%
I'm aware that some cards can do this but I don't know whether my cards can do this	316 16%	21 12%	12 13%	34 14%	17 10%	40 21%	5 4%	30 16%	47 18%	48 18%	29 16%	33 21%
NET: Aware my card	251 12%	25 14%	9 10%	28 12%	25 14%	18 9%	14 13%	29 15%	35 14%	30 11%	21 11%	17 11%
I'm aware my card can do this but I don't use it because I don't know places that have the facilities for it	101 5%	6 3%	4 5%	14 6%	8 5%	8 4%	4 4%	10 5%	16 6%	10 4%	11 6%	8 5%
I'm aware my card can do this but I don't use it because I'm not sure how it works	65 3%	10 6%	2 2%	3 1%	7 4%	6 3%	7 7%	5 2%	9 3%	9 3%	4 2%	4 2%
I'm aware my card can do this and I use the feature regularly	44 2%	7 4%	2 2%	5 2%	6 4%	1 *	1 1%	8 4%	5 2%	6 2%	1 1%	1 1%
I'm aware my card can do this but I don't use it because I'm worried about how secure it	41 2%	2 1%	1 1%	5 2%	4 2%	3 1%	2 2%	6 3%	5 2%	6 2%	5 3%	3 2%

Queueing Survey

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Absolutes/col percents

Table 15

Q9. Contactless payment is where you can pay for something by swiping your credit or debit card for purchases below £15 without needing to sign or enter a PIN.

Which of these statements best describes your awareness of contactless payment?

Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
I wasn't aware that credit or debit cards could use contactless payment	1113	101	59	135	102	101	76	87	123	141	102	86
	55%	57%	64%	57%	57%	53%	70%	46%	48%	54%	55%	54%

Queueing Survey

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Absolutes/col percents

Table 16

Q10. How interested would you be in paying for items of less than £15 by contactless payment if this entitled you to special access to express tills?
Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
NET: Interested	1238	641	598	178	228	239	213	167	214	359	394	249	236	320	324	313	169	113
	61%	64%	58%	73%	70%	62%	61%	55%	50%	65%	67%	58%	50%	62%	60%	61%	58%	64%
Very interested	(4) 522	261	261	98	109	96	79	60	80	156	162	108	96	133	147	122	74	46
	26%	26%	25%	40%	34%	25%	23%	20%	19%	28%	27%	25%	21%	26%	27%	24%	25%	26%
Quite interested	(3) 717	380	337	79	119	143	134	107	135	203	233	141	140	187	177	190	95	68
	35%	38%	32%	32%	37%	37%	39%	35%	31%	37%	39%	33%	30%	36%	33%	37%	32%	38%
Not very interested	(2) 430	189	241	30	47	81	71	73	127	108	105	100	117	105	123	108	65	29
	21%	19%	23%	12%	15%	21%	21%	24%	30%	20%	18%	23%	25%	20%	23%	21%	22%	16%
Not at all interested	(1) 367	168	200	36	50	67	62	65	86	82	91	79	115	92	91	90	59	35
	18%	17%	19%	15%	15%	17%	18%	21%	20%	15%	15%	18%	25%	18%	17%	18%	20%	20%
NET: Uninterested	798	357	441	67	97	148	133	139	213	190	196	179	232	198	214	198	124	64
	39%	36%	42%	27%	30%	38%	39%	45%	50%	35%	33%	42%	50%	38%	40%	39%	42%	36%
Mean	2.68	2.74	2.63	2.98	2.88	2.69	2.66	2.53	2.49	2.79	2.79	2.65	2.46	2.70	2.71	2.67	2.63	2.70
Standard deviation	1.04	1.03	1.06	1.06	1.04	1.03	1.02	1.04	1.01	1.02	1.01	1.05	1.07	1.04	1.05	1.03	1.07	1.06
Standard error	0.02	0.03	0.03	0.07	0.06	0.05	0.05	0.06	0.05	0.04	0.04	0.06	0.05	0.04	0.05	0.05	0.07	0.08

Queueing Survey

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Absolutes/col percents

Table 16

Q10. How interested would you be in paying for items of less than £15 by contactless payment if this entitled you to special access to express tills?

Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
NET: Interested	1238 61%	113 64%	59 64%	147 61%	107 59%	106 56%	64 59%	115 60%	162 63%	158 61%	106 57%	103 65%
Very interested	(4) 522 26%	46 26%	19 21%	58 24%	45 25%	50 27%	30 27%	45 23%	64 25%	69 26%	44 24%	52 33%
Quite interested	(3) 717 35%	68 38%	40 43%	89 37%	62 35%	56 29%	34 32%	70 37%	97 38%	90 34%	61 33%	51 32%
Not very interested	(2) 430 21%	29 16%	14 15%	55 23%	39 22%	50 27%	24 22%	41 21%	54 21%	51 20%	41 22%	32 20%
Not at all interested	(1) 367 18%	35 20%	19 21%	37 16%	34 19%	32 17%	20 19%	35 18%	40 16%	52 20%	39 21%	24 15%
NET: Uninterested	798 39%	64 36%	33 36%	92 39%	73 41%	82 44%	44 41%	76 40%	95 37%	103 39%	80 43%	56 35%
Mean	2.68	2.70	2.64	2.70	2.65	2.66	2.68	2.65	2.72	2.67	2.60	2.83
Standard deviation	1.04	1.06	1.04	1.00	1.05	1.05	1.08	1.03	1.01	1.07	1.07	1.05
Standard error	0.02	0.08	0.11	0.07	0.08	0.08	0.11	0.08	0.06	0.06	0.08	0.08

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 17

Q11. To what extent do you agree or disagree with each of these statements about paying for things by card?**Base: All respondents****Summary table**

		I am reluctant to pay by card for small amounts because I'll be told I can't	I am reluctant to pay by card because it takes longer	I am reluctant to pay by card because I'm worried others will think I don't have the money	I prefer to pay by card as it helps me to manage my spending	I prefer to pay by card as I never have the right change	I prefer to pay by card as it saves me having to think about whether I have enough cash on me
Unweighted base		2036	2036	2036	2036	2036	2036
Weighted base		2036	2036	2036	2036	2036	2036
NET: Agree		514 25%	316 16%	96 5%	1031 51%	815 40%	1274 63%
Strongly agree	(5)	147 7%	74 4%	31 2%	423 21%	301 15%	600 29%
Agree	(4)	367 18%	242 12%	65 3%	608 30%	514 25%	674 33%
Neither agree nor disagree	(3)	626 31%	428 21%	350 17%	624 31%	709 35%	420 21%
Disagree	(2)	564 28%	813 40%	725 36%	252 12%	356 18%	223 11%
Strongly disagree	(1)	332 16%	478 23%	865 42%	129 6%	155 8%	119 6%
NET: Disagree		896 44%	1291 63%	1589 78%	381 19%	512 25%	343 17%
Mean		2.72	2.32	1.86	3.46	3.22	3.69
Standard deviation		1.15	1.07	0.92	1.14	1.13	1.17
Standard error		0.03	0.02	0.02	0.03	0.03	0.03

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 18

Q11. To what extent do you agree or disagree with each of these statements about paying for things by card?

Base: All respondents

I am reluctant to pay by card for small amounts because I'll be told I can't

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
NET: Agree	514 25%	244 24%	270 26%	87 36%	96 29%	96 25%	81 23%	66 22%	89 21%	120 22%	167 28%	108 25%	120 26%	116 22%	145 27%	125 25%	70 24%	57 33%
Strongly agree	(5) 147 7%	65 7%	82 8%	21 8%	25 8%	21 6%	34 10%	22 7%	24 6%	34 6%	34 6%	42 10%	37 8%	32 6%	47 9%	39 8%	22 8%	7 4%
Agree	(4) 367 18%	179 18%	188 18%	66 27%	71 22%	75 19%	47 14%	43 14%	65 15%	86 16%	133 23%	66 15%	82 18%	84 16%	98 18%	86 17%	48 16%	51 29%
Neither agree nor disagree	(3) 626 31%	323 32%	303 29%	54 22%	79 24%	125 32%	112 32%	97 32%	159 37%	149 27%	180 30%	132 31%	165 35%	164 32%	162 30%	168 33%	78 27%	53 30%
Disagree	(2) 564 28%	261 26%	303 29%	60 25%	93 29%	102 26%	105 30%	77 25%	127 30%	182 33%	154 26%	117 27%	111 24%	151 29%	149 28%	129 25%	98 33%	37 21%
Strongly disagree	(1) 332 16%	169 17%	163 16%	43 18%	58 18%	64 17%	49 14%	65 21%	52 12%	99 18%	89 15%	70 16%	73 16%	87 17%	81 15%	88 17%	47 16%	29 16%
NET: Disagree	896 44%	430 43%	466 45%	103 42%	151 46%	166 43%	154 44%	142 47%	180 42%	281 51%	243 41%	188 44%	184 39%	238 46%	230 43%	217 43%	145 49%	66 37%
Mean	2.72	2.71	2.73	2.84	2.73	2.71	2.74	2.61	2.72	2.59	2.78	2.75	2.78	2.66	2.78	2.72	2.66	2.83
Standard deviation	1.15	1.14	1.16	1.24	1.21	1.12	1.15	1.18	1.04	1.13	1.13	1.19	1.15	1.12	1.17	1.16	1.15	1.13
Standard error	0.03	0.04	0.04	0.08	0.07	0.06	0.06	0.07	0.05	0.04	0.05	0.07	0.05	0.05	0.05	0.05	0.07	0.08

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 18

Q11. To what extent do you agree or disagree with each of these statements about paying for things by card?**Base: All respondents****I am reluctant to pay by card for small amounts because I'll be told I can't**

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
NET: Agree	514 25%	57 33%	28 30%	53 22%	45 25%	56 30%	29 27%	47 25%	62 24%	54 21%	41 22%	42 27%
Strongly agree	(5) 147 7%	7 4%	9 9%	16 7%	14 8%	20 10%	7 7%	16 8%	17 7%	15 6%	15 8%	11 7%
Agree	(4) 367 18%	51 29%	19 21%	36 15%	31 17%	36 19%	22 20%	31 16%	45 18%	39 15%	26 14%	31 20%
Neither agree nor disagree	(3) 626 31%	53 30%	29 32%	90 38%	49 27%	60 32%	23 22%	67 35%	78 31%	85 33%	55 29%	36 23%
Disagree	(2) 564 28%	37 21%	16 17%	57 24%	56 31%	48 26%	38 35%	53 28%	77 30%	73 28%	60 32%	48 30%
Strongly disagree	(1) 332 16%	29 16%	19 21%	39 16%	30 17%	25 13%	17 16%	24 13%	39 15%	48 19%	30 16%	32 20%
NET: Disagree	896 44%	66 37%	35 38%	96 40%	86 48%	73 39%	55 51%	77 40%	116 45%	122 47%	90 48%	80 51%
Mean	2.72	2.83	2.81	2.72	2.68	2.88	2.66	2.80	2.70	2.62	2.66	2.63
Standard deviation	1.15	1.13	1.25	1.12	1.17	1.18	1.17	1.12	1.12	1.12	1.15	1.21
Standard error	0.03	0.08	0.13	0.07	0.09	0.08	0.12	0.08	0.07	0.07	0.09	0.10

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Absolutes/col percents

Table 19

Q11. To what extent do you agree or disagree with each of these statements about paying for things by card?

Base: All respondents

I am reluctant to pay by card because it takes longer

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
NET: Agree	316 16%	163 16%	153 15%	57 23%	50 15%	59 15%	69 20%	40 13%	41 10%	81 15%	97 16%	65 15%	73 16%	68 13%	74 14%	93 18%	46 16%	35 20%
Strongly agree	(5) 74 4%	34 3%	40 4%	11 4%	15 5%	8 2%	17 5%	14 5%	9 2%	19 3%	18 3%	16 4%	22 5%	14 3%	19 3%	20 4%	15 5%	6 3%
Agree	(4) 242 12%	129 13%	113 11%	46 19%	35 11%	50 13%	52 15%	27 9%	31 7%	62 11%	79 13%	48 11%	52 11%	54 10%	55 10%	73 14%	31 10%	29 17%
Neither agree nor disagree	(3) 428 21%	227 23%	201 19%	55 23%	63 19%	88 23%	68 20%	75 25%	79 18%	86 16%	124 21%	98 23%	120 26%	97 19%	99 18%	126 25%	54 18%	53 30%
Disagree	(2) 813 40%	368 37%	446 43%	75 31%	125 38%	152 39%	138 40%	109 36%	214 50%	235 43%	231 39%	170 40%	178 38%	219 42%	240 45%	167 33%	129 44%	58 33%
Strongly disagree	(1) 478 23%	240 24%	238 23%	57 23%	87 27%	88 23%	71 20%	81 26%	94 22%	148 27%	138 23%	95 22%	97 21%	133 26%	125 23%	125 24%	65 22%	30 17%
NET: Disagree	1291 63%	608 61%	684 66%	132 54%	213 65%	240 62%	209 60%	190 62%	308 72%	383 70%	369 62%	265 62%	275 59%	352 68%	365 68%	292 57%	194 66%	89 50%
Mean	2.32	2.35	2.30	2.50	2.28	2.33	2.44	2.29	2.18	2.22	2.34	2.35	2.41	2.22	2.26	2.41	2.32	2.56
Standard deviation	1.07	1.08	1.06	1.17	1.11	1.03	1.12	1.09	0.93	1.07	1.07	1.06	1.08	1.03	1.04	1.12	1.09	1.07
Standard error	0.02	0.03	0.03	0.08	0.06	0.05	0.06	0.06	0.04	0.04	0.05	0.06	0.05	0.04	0.04	0.05	0.07	0.08

Queueing Survey
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Absolutes/col percents

Table 19

Q11. To what extent do you agree or disagree with each of these statements about paying for things by card?

Base: All respondents

I am reluctant to pay by card because it takes longer

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
NET: Agree	316 16%	35 20%	16 18%	44 18%	33 19%	32 17%	13 12%	27 14%	36 14%	32 12%	32 17%	15 9%
Strongly agree	(5) 74 4%	6 3%	3 4%	12 5%	5 3%	6 3%	6 6%	9 4%	5 2%	9 4%	9 5%	4 2%
Agree	(4) 242 12%	29 17%	13 14%	32 13%	28 16%	25 13%	7 7%	19 10%	31 12%	23 9%	24 13%	11 7%
Neither agree nor disagree	(3) 428 21%	53 30%	18 20%	67 28%	41 23%	32 17%	18 16%	35 18%	53 21%	44 17%	36 19%	32 20%
Disagree	(2) 813 40%	58 33%	37 40%	74 31%	56 31%	91 49%	51 48%	88 46%	102 40%	117 45%	78 42%	60 38%
Strongly disagree	(1) 478 23%	30 17%	20 22%	54 23%	50 28%	33 17%	26 24%	40 21%	65 25%	69 26%	39 21%	52 33%
NET: Disagree	1291 63%	89 50%	58 63%	129 54%	106 59%	124 66%	77 71%	129 67%	167 65%	185 71%	117 63%	112 71%
Mean	2.32	2.56	2.37	2.47	2.35	2.37	2.23	2.30	2.26	2.19	2.38	2.08
Standard deviation	1.07	1.07	1.09	1.13	1.13	1.03	1.07	1.05	1.03	1.03	1.10	1.01
Standard error	0.02	0.08	0.11	0.07	0.09	0.07	0.11	0.08	0.06	0.06	0.08	0.08

Queueing Survey

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Absolutes/col percents

Table 20

Q11. To what extent do you agree or disagree with each of these statements about paying for things by card?

Base: All respondents

I am reluctant to pay by card because I'm worried others will think I don't have the money

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
NET: Agree	96 5%	54 5%	42 4%	17 7%	22 7%	24 6%	20 6%	9 3%	4 1%	27 5%	27 5%	23 5%	19 4%	23 4%	29 5%	25 5%	8 3%	10 6%
Strongly agree	(5) 31 2%	18 2%	13 1%	7 3%	6 2%	5 1%	8 2%	4 1%	1 *	9 2%	8 1%	6 1%	8 2%	8 2%	7 1%	7 1%	4 1%	4 2%
Agree	(4) 65 3%	37 4%	29 3%	10 4%	16 5%	19 5%	12 3%	5 2%	3 1%	18 3%	19 3%	17 4%	12 2%	15 3%	22 4%	18 3%	5 2%	6 4%
Neither agree nor disagree	(3) 350 17%	188 19%	163 16%	42 17%	51 16%	84 22%	67 19%	51 17%	55 13%	67 12%	101 17%	77 18%	106 23%	78 15%	76 14%	107 21%	49 17%	41 23%
Disagree	(2) 725 36%	342 34%	382 37%	82 34%	98 30%	140 36%	122 35%	103 34%	180 42%	189 34%	212 36%	162 38%	162 35%	184 36%	210 39%	153 30%	111 38%	67 38%
Strongly disagree	(1) 865 42%	413 41%	451 43%	103 42%	155 48%	139 36%	137 40%	142 46%	189 44%	267 49%	251 42%	166 39%	181 39%	232 45%	222 41%	227 44%	126 43%	58 33%
NET: Disagree	1589 78%	756 76%	834 80%	185 76%	253 78%	279 72%	259 75%	245 80%	369 86%	456 83%	463 78%	328 77%	343 73%	416 80%	432 80%	379 74%	236 80%	125 71%
Mean	1.86	1.90	1.82	1.92	1.84	1.99	1.94	1.77	1.71	1.75	1.85	1.91	1.94	1.81	1.85	1.88	1.81	2.04
Standard deviation	0.92	0.95	0.88	1.00	0.99	0.94	0.97	0.87	0.73	0.91	0.91	0.92	0.93	0.91	0.90	0.95	0.86	0.96
Standard error	0.02	0.03	0.03	0.07	0.05	0.05	0.05	0.05	0.03	0.03	0.04	0.06	0.04	0.04	0.04	0.04	0.05	0.07

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Absolutes/col percents

Table 20

Q11. To what extent do you agree or disagree with each of these statements about paying for things by card?**Base: All respondents****I am reluctant to pay by card because I'm worried others will think I don't have the money**

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
NET: Agree	96 5%	10 6%	6 6%	13 5%	7 4%	11 6%	3 2%	11 6%	10 4%	14 5%	6 3%	7 5%
Strongly agree	(5) 31 2%	4 2%	1 1%	4 2%	2 1%	6 3%	- -	1 1%	3 1%	5 2%	4 2%	- -
Agree	(4) 65 3%	6 4%	4 5%	8 3%	5 3%	5 2%	3 2%	10 5%	7 3%	8 3%	2 1%	7 5%
Neither agree nor disagree	(3) 350 17%	41 23%	16 17%	58 24%	33 18%	28 15%	10 10%	27 14%	40 16%	38 14%	38 21%	21 14%
Disagree	(2) 725 36%	67 38%	36 39%	65 27%	52 29%	76 41%	41 38%	78 41%	89 35%	96 37%	69 37%	56 35%
Strongly disagree	(1) 865 42%	58 33%	35 38%	104 43%	88 49%	73 39%	53 49%	75 39%	118 46%	114 44%	72 39%	74 47%
NET: Disagree	1589 78%	125 71%	71 77%	169 71%	139 78%	150 79%	95 88%	153 80%	207 81%	210 80%	141 76%	130 82%
Mean	1.86	2.04	1.93	1.93	1.78	1.91	1.65	1.87	1.78	1.83	1.90	1.76
Standard deviation	0.92	0.96	0.93	0.99	0.92	0.97	0.76	0.88	0.88	0.93	0.90	0.86
Standard error	0.02	0.07	0.09	0.06	0.07	0.07	0.08	0.07	0.05	0.06	0.07	0.07

Queueing Survey
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Absolutes/col percents

Table 21

Q11. To what extent do you agree or disagree with each of these statements about paying for things by card?**Base: All respondents****I prefer to pay by card as it helps me to manage my spending**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
NET: Agree	1031 51%	514 52%	517 50%	123 51%	171 52%	200 52%	141 41%	154 50%	242 57%	312 57%	307 52%	212 50%	200 43%	286 55%	279 52%	242 47%	138 47%	86 49%
Strongly agree	(5) 423 21%	205 21%	218 21%	40 16%	66 20%	72 19%	60 17%	86 28%	100 23%	125 23%	112 19%	86 20%	99 21%	116 22%	101 19%	102 20%	75 26%	29 16%
Agree	(4) 608 30%	309 31%	299 29%	83 34%	105 32%	128 33%	81 23%	68 22%	142 33%	187 34%	195 33%	125 29%	100 21%	170 33%	178 33%	140 27%	63 21%	58 33%
Neither agree nor disagree	(3) 624 31%	319 32%	305 29%	68 28%	88 27%	128 33%	125 36%	93 31%	121 28%	163 30%	186 32%	125 29%	149 32%	152 29%	154 29%	162 32%	96 33%	60 34%
Disagree	(2) 252 12%	110 11%	142 14%	40 16%	40 12%	39 10%	55 16%	33 11%	45 10%	50 9%	65 11%	57 13%	79 17%	55 11%	64 12%	71 14%	43 15%	20 11%
Strongly disagree	(1) 129 6%	55 5%	75 7%	13 5%	27 8%	20 5%	25 7%	25 8%	19 5%	24 4%	32 5%	33 8%	40 9%	25 5%	41 8%	37 7%	17 6%	10 6%
NET: Disagree	381 19%	164 16%	217 21%	53 22%	67 21%	58 15%	80 23%	58 19%	64 15%	74 14%	97 16%	90 21%	119 25%	79 15%	104 19%	107 21%	60 20%	30 17%
Mean	3.46	3.50	3.43	3.40	3.44	3.50	3.28	3.51	3.60	3.62	3.49	3.41	3.30	3.58	3.44	3.39	3.47	3.42
Standard deviation	1.14	1.10	1.17	1.10	1.18	1.06	1.14	1.24	1.09	1.07	1.08	1.18	1.22	1.09	1.15	1.16	1.18	1.08
Standard error	0.03	0.03	0.04	0.07	0.06	0.06	0.06	0.07	0.05	0.04	0.05	0.07	0.06	0.05	0.05	0.05	0.07	0.08

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Absolutes/col percents

Table 21

Q11. To what extent do you agree or disagree with each of these statements about paying for things by card?**Base: All respondents****I prefer to pay by card as it helps me to manage my spending**

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
NET: Agree	1031 51%	86 49%	40 44%	118 49%	84 47%	92 49%	47 43%	99 52%	147 57%	139 53%	91 49%	88 55%
Strongly agree	(5) 423 21%	29 16%	12 13%	57 24%	33 19%	38 20%	29 27%	33 17%	65 25%	51 20%	47 25%	30 19%
Agree	(4) 608 30%	58 33%	28 31%	61 26%	50 28%	54 28%	18 17%	66 35%	82 32%	88 34%	45 24%	58 37%
Neither agree nor disagree	(3) 624 31%	60 34%	32 34%	73 30%	57 32%	69 37%	36 34%	46 24%	62 24%	90 34%	60 32%	39 25%
Disagree	(2) 252 12%	20 11%	12 13%	37 16%	22 12%	16 9%	19 18%	29 15%	35 14%	20 8%	24 13%	19 12%
Strongly disagree	(1) 129 6%	10 6%	9 9%	11 5%	17 9%	11 6%	6 5%	17 9%	12 5%	13 5%	11 6%	13 8%
NET: Disagree	381 19%	30 17%	20 22%	48 20%	39 22%	27 14%	25 23%	46 24%	47 18%	33 13%	35 19%	31 20%
Mean	3.46	3.42	3.25	3.48	3.34	3.49	3.42	3.36	3.60	3.55	3.50	3.46
Standard deviation	1.14	1.08	1.13	1.15	1.19	1.08	1.21	1.19	1.14	1.05	1.17	1.17
Standard error	0.03	0.08	0.12	0.08	0.09	0.08	0.13	0.09	0.07	0.06	0.09	0.09

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Absolutes/col percents

Table 22

Q11. To what extent do you agree or disagree with each of these statements about paying for things by card?

Base: All respondents

I prefer to pay by card as I never have the right change

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
NET: Agree	815 40%	420 42%	395 38%	129 53%	174 54%	185 48%	113 33%	89 29%	124 29%	248 45%	268 45%	154 36%	145 31%	228 44%	223 41%	185 36%	106 36%	73 41%
Strongly agree	(5) 301 15%	151 15%	150 14%	48 19%	71 22%	62 16%	44 13%	38 12%	39 9%	90 16%	92 16%	57 13%	61 13%	80 15%	76 14%	68 13%	52 18%	24 14%
Agree	(4) 514 25%	269 27%	245 24%	82 33%	104 32%	123 32%	69 20%	51 17%	85 20%	157 29%	176 30%	97 23%	83 18%	148 29%	147 27%	117 23%	54 18%	49 28%
Neither agree nor disagree	(3) 709 35%	334 34%	375 36%	63 26%	86 26%	129 33%	113 33%	137 45%	182 43%	176 32%	205 35%	159 37%	170 36%	178 34%	172 32%	200 39%	104 35%	55 31%
Disagree	(2) 356 18%	170 17%	186 18%	37 15%	40 12%	55 14%	84 24%	53 17%	87 20%	90 16%	85 14%	75 17%	107 23%	79 15%	100 19%	80 16%	60 20%	38 22%
Strongly disagree	(1) 155 8%	73 7%	82 8%	15 6%	25 8%	19 5%	36 11%	26 9%	34 8%	36 7%	32 5%	40 9%	47 10%	33 6%	42 8%	46 9%	24 8%	10 6%
NET: Disagree	512 25%	244 24%	268 26%	52 21%	65 20%	73 19%	121 35%	79 26%	122 28%	126 23%	117 20%	115 27%	154 33%	112 22%	142 26%	126 25%	84 29%	48 27%
Mean	3.22	3.25	3.19	3.45	3.47	3.40	3.00	3.07	3.02	3.32	3.36	3.13	3.01	3.31	3.21	3.16	3.17	3.22
Standard deviation	1.13	1.13	1.13	1.14	1.18	1.07	1.17	1.09	1.04	1.13	1.08	1.14	1.16	1.10	1.14	1.12	1.18	1.11
Standard error	0.03	0.04	0.04	0.07	0.06	0.06	0.06	0.06	0.05	0.04	0.05	0.07	0.05	0.05	0.05	0.05	0.07	0.08

Queueing Survey
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Absolutes/col percents

Table 22

Q11. To what extent do you agree or disagree with each of these statements about paying for things by card?

Base: All respondents

I prefer to pay by card as I never have the right change

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
NET: Agree	815 40%	73 41%	26 29%	87 37%	71 40%	75 40%	39 36%	78 41%	115 45%	113 43%	67 36%	71 45%
Strongly agree	(5) 301 15%	24 14%	8 9%	34 14%	26 15%	25 13%	20 18%	23 12%	44 17%	36 14%	32 17%	28 18%
Agree	(4) 514 25%	49 28%	18 19%	54 23%	45 25%	50 26%	19 18%	55 29%	71 28%	77 29%	34 18%	42 27%
Neither agree nor disagree	(3) 709 35%	55 31%	38 41%	93 39%	69 38%	69 36%	37 34%	59 31%	84 33%	93 36%	67 36%	45 29%
Disagree	(2) 356 18%	38 22%	14 15%	45 19%	21 11%	34 18%	23 21%	37 20%	41 16%	38 15%	37 20%	29 18%
Strongly disagree	(1) 155 8%	10 6%	14 16%	13 6%	19 11%	12 6%	9 8%	17 9%	17 7%	16 6%	15 8%	13 9%
NET: Disagree	512 25%	48 27%	28 30%	59 24%	39 22%	45 24%	32 29%	54 29%	57 22%	55 21%	52 28%	43 27%
Mean	3.22	3.22	2.92	3.21	3.22	3.23	3.17	3.16	3.33	3.30	3.17	3.27
Standard deviation	1.13	1.11	1.16	1.08	1.15	1.08	1.20	1.14	1.13	1.08	1.18	1.20
Standard error	0.03	0.08	0.12	0.07	0.09	0.08	0.13	0.09	0.07	0.06	0.09	0.10

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 23

Q11. To what extent do you agree or disagree with each of these statements about paying for things by card?

Base: All respondents

I prefer to pay by card as it saves me having to think about whether I have enough cash on me

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
NET: Agree	1274 63%	623 62%	651 63%	174 71%	227 70%	251 65%	176 51%	180 59%	264 62%	393 72%	397 67%	257 60%	227 48%	354 69%	332 62%	307 60%	176 60%	104 59%
Strongly agree	(5) 600 29%	296 30%	304 29%	69 28%	110 34%	116 30%	90 26%	94 31%	122 28%	192 35%	180 31%	117 27%	110 24%	161 31%	152 28%	150 29%	89 30%	48 27%
Agree	(4) 674 33%	327 33%	347 33%	105 43%	117 36%	136 35%	87 25%	87 28%	143 33%	201 37%	216 37%	140 33%	116 25%	193 37%	181 34%	158 31%	87 30%	55 31%
Neither agree nor disagree	(3) 420 21%	213 21%	207 20%	38 15%	62 19%	79 20%	76 22%	70 23%	96 23%	99 18%	109 18%	86 20%	127 27%	81 16%	126 23%	116 23%	58 20%	39 22%
Disagree	(2) 223 11%	105 11%	118 11%	20 8%	16 5%	40 10%	65 19%	31 10%	51 12%	38 7%	58 10%	52 12%	75 16%	56 11%	51 9%	53 10%	41 14%	23 13%
Strongly disagree	(1) 119 6%	56 6%	63 6%	13 5%	21 7%	17 4%	29 8%	24 8%	16 4%	20 4%	26 4%	33 8%	40 9%	26 5%	29 5%	35 7%	19 6%	11 6%
NET: Disagree	343 17%	162 16%	181 17%	33 14%	37 11%	57 15%	94 27%	55 18%	67 16%	58 11%	85 14%	85 20%	115 25%	82 16%	79 15%	87 17%	60 21%	34 19%
Mean	3.69	3.70	3.68	3.80	3.86	3.76	3.41	3.64	3.71	3.92	3.79	3.60	3.39	3.79	3.70	3.66	3.63	3.61
Standard deviation	1.17	1.16	1.18	1.10	1.14	1.12	1.28	1.23	1.11	1.06	1.12	1.22	1.24	1.15	1.13	1.20	1.23	1.19
Standard error	0.03	0.04	0.04	0.07	0.06	0.06	0.07	0.07	0.05	0.04	0.05	0.07	0.06	0.05	0.05	0.05	0.08	0.09

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 23

Q11. To what extent do you agree or disagree with each of these statements about paying for things by card?

Base: All respondents

I prefer to pay by card as it saves me having to think about whether I have enough cash on me

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
NET: Agree	1274 63%	104 59%	52 57%	142 59%	114 63%	115 61%	66 61%	113 59%	178 70%	176 68%	110 59%	104 66%
Strongly agree	(5) 600 29%	48 27%	22 23%	78 32%	51 28%	59 31%	35 32%	46 24%	85 33%	77 29%	54 29%	47 30%
Agree	(4) 674 33%	55 31%	31 33%	64 27%	63 35%	57 30%	31 29%	67 35%	93 36%	100 38%	56 30%	56 36%
Neither agree nor disagree	(3) 420 21%	39 22%	24 27%	53 22%	39 21%	46 25%	12 12%	52 27%	35 14%	46 18%	45 24%	27 17%
Disagree	(2) 223 11%	23 13%	9 10%	30 12%	14 8%	17 9%	22 20%	16 8%	31 12%	25 9%	20 11%	17 11%
Strongly disagree	(1) 119 6%	11 6%	6 7%	15 6%	13 7%	9 5%	8 7%	9 5%	12 5%	14 5%	11 6%	10 6%
NET: Disagree	343 17%	34 19%	16 17%	45 19%	27 15%	26 14%	29 27%	25 13%	43 17%	39 15%	31 17%	27 17%
Mean	3.69	3.61	3.56	3.67	3.69	3.74	3.59	3.65	3.81	3.77	3.65	3.72
Standard deviation	1.17	1.19	1.16	1.22	1.18	1.14	1.32	1.08	1.16	1.13	1.18	1.19
Standard error	0.03	0.09	0.12	0.08	0.09	0.08	0.14	0.08	0.07	0.07	0.09	0.09

Queueing Survey
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Absolutes/col percents

Table 24

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

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
Yes	1262	623	639	173	202	235	200	187	265	417	370	265	210	339	296	344	173	111
	62%	62%	62%	71%	62%	61%	58%	61%	62%	76%	63%	62%	45%	65%	55%	67%	59%	63%
No	774	374	399	71	124	152	146	118	163	133	220	163	258	179	241	167	120	66
	38%	38%	38%	29%	38%	39%	42%	39%	38%	24%	37%	38%	55%	35%	45%	33%	41%	37%

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 24

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

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
Yes	1262 62%	111 63%	60 65%	170 71%	113 63%	112 59%	67 62%	101 53%	168 66%	170 65%	106 57%	84 53%
No	774 38%	66 37%	32 35%	69 29%	66 37%	77 41%	41 38%	90 47%	88 34%	91 35%	79 43%	74 47%

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 25
Marital Status
Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
Single	531 26%	315 32%	216 21%	176 72%	131 40%	104 27%	65 19%	33 11%	22 5%	115 21%	207 35%	85 20%	124 27%	145 28%	152 28%	121 24%	66 22%	47 26%
Married or co-habiting (including civil partnership)	1279 63%	608 61%	671 65%	62 25%	190 58%	266 69%	239 69%	227 74%	295 69%	386 70%	311 53%	323 76%	258 55%	306 59%	337 63%	342 67%	185 63%	109 62%
Widowed, separated or divorced	211 10%	69 7%	142 14%	1 *	4 1%	13 3%	39 11%	44 14%	111 26%	43 8%	68 12%	19 4%	81 17%	64 12%	44 8%	45 9%	42 14%	16 9%
Refused	15 1%	6 1%	9 1%	6 2%	1 *	3 1%	4 1%	1 *	- -	5 1%	4 1%	- -	6 1%	3 1%	4 1%	2 *	1 *	5 3%

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 25
Marital Status
Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
Single	531 26%	47 26%	18 19%	62 26%	41 23%	60 32%	21 19%	51 27%	84 33%	61 23%	45 24%	41 26%
Married or co-habiting (including civil partnership)	1279 63%	109 62%	63 69%	149 62%	130 72%	112 60%	70 64%	122 64%	133 52%	173 66%	115 62%	102 65%
Widowed, separated or divorced	211 10%	16 9%	11 12%	25 11%	9 5%	15 8%	17 15%	18 9%	37 14%	27 10%	25 14%	11 7%
Refused	15 1%	5 3%	-	2 1%	-	1 *	1 1%	-	3 1%	-	-	3 2%

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 26
Tenure
Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
Owned outright - without mortgage	672 33%	353 35%	319 31%	45 19%	49 15%	52 13%	93 27%	146 48%	287 67%	200 36%	187 32%	152 36%	133 28%	168 32%	181 34%	181 35%	108 37%	34 19%
Owned with a mortgage or loan	712 35%	351 35%	362 35%	69 28%	131 40%	216 56%	158 46%	86 28%	53 12%	252 46%	212 36%	161 38%	87 19%	174 34%	200 37%	168 33%	112 38%	59 33%
Rented from the council	265 13%	103 10%	162 16%	32 13%	29 9%	52 14%	56 16%	47 15%	49 11%	24 4%	52 9%	46 11%	143 30%	76 15%	63 12%	66 13%	20 7%	39 22%
Rented from a housing association	108 5%	49 5%	60 6%	15 6%	20 6%	25 6%	11 3%	16 5%	22 5%	10 2%	25 4%	27 6%	46 10%	33 6%	20 4%	25 5%	13 4%	16 9%
Rented from someone else	239 12%	117 12%	122 12%	65 26%	85 26%	36 9%	26 8%	11 3%	16 4%	52 9%	100 17%	32 8%	54 12%	57 11%	63 12%	62 12%	33 11%	25 14%
Rent free	40 2%	26 3%	14 1%	19 8%	12 4%	6 2%	2 1%	- -	1 *	11 2%	14 2%	9 2%	5 1%	9 2%	11 2%	9 2%	7 2%	4 2%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 26
Tenure
Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
Owned outright - without mortgage	672 33%	34 19%	39 42%	89 37%	53 30%	66 35%	40 37%	64 34%	88 34%	80 31%	69 37%	50 32%
Owned with a mortgage or loan	712 35%	59 33%	20 21%	74 31%	74 41%	77 41%	38 36%	73 38%	75 29%	99 38%	74 40%	49 31%
Rented from the council	265 13%	39 22%	18 19%	25 11%	23 13%	15 8%	11 10%	13 7%	41 16%	35 13%	10 5%	36 22%
Rented from a housing association	108 5%	16 9%	4 4%	15 6%	7 4%	8 4%	4 4%	8 4%	20 8%	13 5%	9 5%	5 3%
Rented from someone else	239 12%	25 14%	12 13%	31 13%	19 10%	20 11%	14 13%	28 15%	27 11%	29 11%	19 10%	14 9%
Rent free	40 2%	4 2%	-	5 2%	3 2%	3 2%	1 1%	4 2%	6 2%	4 1%	6 3%	4 3%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 27

At what age did you finish your full time education?**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
Under 16	731 36%	343 34%	388 37%	28 11%	50 15%	127 33%	137 40%	165 54%	225 53%	98 18%	150 25%	198 46%	285 61%	157 30%	201 37%	207 40%	100 34%	65 37%
17-18	410 20%	180 18%	229 22%	41 17%	69 21%	86 22%	86 25%	55 18%	72 17%	102 18%	143 24%	94 22%	71 15%	106 21%	117 22%	94 18%	62 21%	31 17%
19-24	604 30%	329 33%	275 26%	71 29%	159 49%	123 32%	97 28%	61 20%	93 22%	274 50%	192 32%	86 20%	52 11%	175 34%	138 26%	146 29%	89 30%	55 31%
25-34	78 4%	47 5%	31 3%	- -	18 5%	28 7%	6 2%	9 3%	18 4%	34 6%	24 4%	14 3%	7 1%	27 5%	21 4%	11 2%	11 4%	7 4%
35-44	12 1%	3 *	8 1%	- -	- -	3 1%	2 1%	4 1%	3 1%	3 1%	2 *	1 *	5 1%	1 *	3 *	4 1%	- -	3 2%
45-54	4 *	1 *	3 *	- -	- -	- -	1 *	2 1%	1 *	1 *	1 *	- -	2 *	- -	2 *	1 *	1 *	1 *
55-64	1 *	1 *	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	1 *	- -	- -	- -
65+	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Still in full time education	109 5%	52 5%	57 6%	92 38%	16 5%	- -	1 *	- -	- -	22 4%	58 10%	19 4%	10 2%	28 5%	30 6%	24 5%	17 6%	9 5%
Never had any full time education	7 *	- -	7 1%	- -	- -	2 1%	2 1%	- -	2 1%	- -	- -	2 1%	4 1%	2 *	- -	2 *	2 1%	- -
Don't know	35 2%	20 2%	15 1%	7 3%	8 2%	8 2%	4 1%	5 2%	3 1%	2 *	6 1%	6 1%	21 4%	6 1%	14 3%	9 2%	2 1%	4 2%
Refused	46 2%	22 2%	24 2%	6 2%	7 2%	11 3%	9 3%	4 1%	9 2%	14 2%	15 2%	7 2%	11 2%	13 3%	9 2%	13 2%	8 3%	2 1%
Mean	18.65	18.78	18.52	18.83	19.99	19.10	18.47	17.89	17.92	20.19	19.08	17.64	17.20	18.97	18.53	18.38	18.58	18.96
Standard deviation	3.87	3.70	4.02	2.33	2.96	3.75	3.80	4.35	4.34	3.58	3.77	2.85	4.33	3.55	4.17	3.88	3.49	4.31
Standard error	0.09	0.12	0.13	0.21	0.17	0.20	0.21	0.25	0.21	0.13	0.18	0.18	0.21	0.16	0.19	0.18	0.23	0.33

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 27
At what age did you finish your full time education?
Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
Under 16	731 36%	65 37%	41 45%	101 42%	65 36%	66 35%	38 35%	66 35%	77 30%	80 31%	63 34%	69 44%
17-18	410 20%	31 17%	16 17%	34 14%	43 24%	40 21%	21 20%	49 26%	43 17%	63 24%	40 22%	28 18%
19-24	604 30%	55 31%	24 27%	76 32%	45 25%	56 30%	36 33%	45 24%	89 35%	86 33%	54 29%	38 24%
25-34	78 4%	7 4%	1 1%	3 1%	8 4%	7 4%	6 6%	8 4%	20 8%	7 3%	5 3%	6 4%
35-44	12 1%	3 2%	2 2%	1 1%	1 *	1 *	- -	- -	1 1%	- -	- -	2 1%
45-54	4 *	1 *	- -	- -	1 1%	- -	1 1%	2 1%	- -	- -	- -	- -
55-64	1 *	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -
65+	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Still in full time education	109 5%	9 5%	1 1%	13 5%	10 6%	11 6%	4 3%	13 7%	14 5%	15 6%	14 7%	7 4%
Never had any full time education	7 *	- -	2 2%	- -	- -	- -	- -	- -	2 1%	- -	2 1%	- -
Don't know	35 2%	4 2%	2 2%	3 1%	4 2%	3 2%	- -	4 2%	3 1%	3 1%	2 1%	6 4%
Refused	46 2%	2 1%	2 3%	9 4%	2 1%	5 3%	3 2%	2 1%	7 3%	7 3%	6 3%	2 1%
Mean	18.65	18.96	18.25	18.23	18.63	18.48	18.86	18.74	19.29	18.66	18.41	18.32
Standard deviation	3.87	4.31	4.28	3.19	4.47	3.39	3.91	4.89	3.88	3.17	3.19	4.11
Standard error	0.09	0.33	0.45	0.22	0.36	0.25	0.42	0.38	0.25	0.20	0.26	0.35

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 28
What is the highest educational level that you have achieved to date?
Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
Secondary school, high school, NVQ levels 1 to 3, etc.	1002 49%	453 45%	550 53%	95 39%	119 37%	193 50%	190 55%	176 58%	230 54%	154 28%	263 44%	269 63%	316 67%	231 45%	305 57%	256 50%	127 43%	83 47%
University degree or equivalent professional qualification, NVQ level 4, etc.	716 35%	379 38%	337 32%	74 30%	142 44%	152 39%	110 32%	92 30%	145 34%	265 48%	239 40%	120 28%	92 20%	186 36%	178 33%	175 34%	105 36%	72 40%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	173 8%	97 10%	76 7%	12 5%	52 16%	30 8%	32 9%	18 6%	29 7%	99 18%	48 8%	14 3%	12 2%	59 11%	31 6%	36 7%	35 12%	13 7%
Still in full time education	59 3%	26 3%	33 3%	55 22%	4 1%	- -	- -	- -	- -	17 3%	28 5%	10 2%	4 1%	15 3%	8 2%	17 3%	12 4%	5 3%
No formal education	38 2%	25 2%	14 1%	1 *	4 1%	2 1%	6 2%	11 4%	14 3%	4 1%	5 1%	9 2%	20 4%	10 2%	5 1%	12 2%	10 4%	2 1%
Refused	47 2%	19 2%	28 3%	8 3%	6 2%	9 2%	8 2%	8 2%	9 2%	10 2%	7 1%	5 1%	24 5%	15 3%	11 2%	15 3%	3 1%	3 2%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 28

What is the highest educational level that you have achieved to date?

Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
Secondary school, high school, NVQ levels 1 to 3, etc.	1002 49%	83 47%	46 50%	121 50%	89 50%	101 54%	49 45%	110 58%	111 44%	120 46%	79 42%	94 59%
University degree or equivalent professional qualification, NVQ level 4, etc.	716 35%	72 40%	31 34%	86 36%	58 32%	70 37%	39 36%	63 33%	94 37%	92 35%	67 36%	45 28%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	173 8%	13 7%	8 8%	13 5%	15 8%	9 5%	14 13%	10 5%	32 13%	26 10%	21 11%	12 8%
Still in full time education	59 3%	5 3%	* 1%	9 4%	7 4%	2 1%	2 2%	4 2%	5 2%	10 4%	10 6%	2 1%
No formal education	38 2%	2 1%	2 2%	2 1%	8 4%	2 1%	3 3%	2 1%	4 1%	7 3%	7 4%	1 *
Refused	47 2%	3 2%	5 5%	8 3%	2 1%	4 2%	1 1%	2 1%	9 3%	7 3%	2 1%	5 3%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 29

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 Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
Yes - half or more	1849 91%	845 85%	1004 97%	172 71%	300 92%	364 94%	323 93%	295 97%	395 92%	484 88%	529 90%	397 93%	439 94%	460 89%	483 90%	471 92%	270 92%	166 94%
No - less than half	187 9%	152 15%	35 3%	72 29%	26 8%	23 6%	23 7%	10 3%	33 8%	66 12%	61 10%	31 7%	29 6%	58 11%	55 10%	40 8%	24 8%	11 6%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 29

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

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
Yes - half or more	1849	166	89	218	165	169	102	171	224	235	168	143
	91%	94%	96%	91%	92%	90%	94%	90%	88%	90%	91%	90%
No - less than half	187	11	3	22	14	19	6	20	32	26	17	15
	9%	6%	4%	9%	8%	10%	6%	10%	12%	10%	9%	10%

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 30

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

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
None	411 20%	180 18%	231 22%	50 21%	74 23%	71 18%	75 22%	59 19%	82 19%	55 10%	132 22%	46 11%	178 38%	129 25%	79 15%	124 24%	37 12%	43 24%
1	843 41%	413 41%	430 41%	72 29%	128 39%	170 44%	129 37%	132 43%	213 50%	213 39%	237 40%	188 44%	205 44%	196 38%	231 43%	206 40%	124 42%	86 49%
2	596 29%	294 29%	303 29%	65 26%	97 30%	127 33%	98 28%	100 33%	110 26%	226 41%	155 26%	148 35%	68 14%	140 27%	182 34%	143 28%	97 33%	35 20%
3+	185 9%	111 11%	74 7%	58 24%	27 8%	19 5%	43 12%	15 5%	23 5%	55 10%	66 11%	46 11%	18 4%	52 10%	46 9%	38 7%	36 12%	14 8%

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 30
How many cars are there in your household?
Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
None	411 20%	43 24%	21 23%	61 25%	42 24%	22 11%	17 15%	18 10%	89 35%	40 15%	20 11%	39 25%
1	843 41%	86 49%	44 47%	91 38%	71 39%	75 40%	47 44%	98 51%	98 38%	98 38%	77 41%	59 37%
2	596 29%	35 20%	24 26%	64 27%	55 31%	72 38%	34 31%	63 33%	52 20%	88 34%	63 34%	47 30%
3+	185 9%	14 8%	3 4%	23 9%	12 6%	20 11%	10 9%	12 6%	16 6%	36 14%	26 14%	14 9%

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 31
To which of the following ethnic groups do you consider you belong?
Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
White	1874	908	966	191	283	364	323	300	414	505	531	397	441	433	500	488	284	169
	92%	91%	93%	78%	87%	94%	93%	98%	97%	92%	90%	93%	94%	84%	93%	96%	97%	96%
NET: Non-white	134	75	59	45	38	20	18	4	9	36	49	27	22	78	28	16	8	4
	7%	7%	6%	19%	12%	5%	5%	1%	2%	7%	8%	6%	5%	15%	5%	3%	3%	2%
Mixed	26	12	14	13	6	1	4	-	1	7	9	7	3	15	2	6	2	1
	1%	1%	1%	5%	2%	*	1%	-	*	1%	2%	2%	1%	3%	*	1%	1%	1%
Asian or Asian British	51	33	18	17	15	8	6	3	2	17	13	12	8	32	13	5	1	1
	2%	3%	2%	7%	5%	2%	2%	1%	1%	3%	2%	3%	2%	6%	2%	1%	*	*
Black or Black British	21	11	10	6	6	4	2	-	3	2	10	4	6	13	7	2	-	-
	1%	1%	1%	2%	2%	1%	1%	-	1%	*	2%	1%	1%	3%	1%	*	-	-
Chinese	24	14	10	6	8	4	4	1	1	8	11	3	2	11	6	2	4	1
	1%	1%	1%	2%	3%	1%	1%	*	*	1%	2%	1%	*	2%	1%	*	1%	1%
Other ethnic group	12	4	8	4	1	1	2	1	2	2	5	1	3	7	-	3	1	1
	1%	*	1%	1%	*	*	1%	*	1%	*	1%	*	1%	1%	-	*	*	1%
Prefer not to say	27	14	13	8	5	3	5	1	5	8	11	3	5	6	9	6	2	3
	1%	1%	1%	3%	2%	1%	2%	*	1%	1%	2%	1%	1%	1%	2%	1%	1%	2%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 31
To which of the following ethnic groups do you consider you belong?
Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
White	1874	169	87	232	169	172	105	181	191	242	179	148
	92%	96%	95%	97%	94%	91%	97%	95%	74%	93%	97%	93%
NET: Non-white	134	4	2	7	7	13	3	8	61	17	5	7
	7%	2%	3%	3%	4%	7%	2%	4%	24%	7%	3%	4%
Mixed	26	1	2	1	2	1	-	1	10	6	2	1
	1%	1%	3%	1%	1%	*	-	*	4%	2%	1%	1%
Asian or Asian British	51	1	-	3	2	8	-	3	28	3	1	2
	2%	*	-	1%	1%	4%	-	2%	11%	1%	1%	1%
Black or Black British	21	-	-	2	-	4	-	3	12	1	-	-
	1%	-	-	1%	-	2%	-	2%	5%	*	-	-
Chinese	24	1	-	1	1	1	1	1	7	4	2	4
	1%	1%	-	1%	1%	1%	1%	*	3%	2%	1%	2%
Other ethnic group	12	1	-	-	3	-	1	-	4	3	-	-
	1%	1%	-	-	1%	-	1%	-	1%	1%	-	-
Prefer not to say	27	3	3	1	3	3	1	2	5	2	1	4
	1%	2%	3%	*	2%	2%	1%	1%	2%	1%	1%	2%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 32

Which of the following best describes your current working status?

Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
Working full time (30+ hrs a week)	896 44%	541 54%	355 34%	112 46%	221 68%	247 64%	199 58%	97 32%	20 5%	291 53%	311 53%	218 51%	76 16%	215 42%	244 45%	214 42%	146 50%	77 44%
Working part time (8-29 hrs a week)	244 12%	79 8%	166 16%	31 13%	37 11%	51 13%	53 15%	42 14%	30 7%	62 11%	81 14%	63 15%	38 8%	70 14%	72 13%	55 11%	27 9%	19 11%
Not working but seeking work or temporarily unemployed/sick	74 4%	47 5%	27 3%	11 4%	22 7%	19 5%	14 4%	8 3%	-	3 1%	10 2%	5 1%	57 12%	18 3%	20 4%	24 5%	3 1%	9 5%
Not working/Not seeking work	77 4%	37 4%	40 4%	2 1%	7 2%	23 6%	24 7%	20 7%	-	6 1%	11 2%	8 2%	52 11%	12 2%	16 3%	24 5%	12 4%	14 8%
Retired on state pension ONLY	179 9%	59 6%	120 12%	-	-	-	1 *	40 13%	138 32%	11 2%	10 2%	13 3%	145 31%	42 8%	52 10%	44 9%	25 9%	15 9%
Retired with a private pension	309 15%	179 18%	130 13%	-	1 *	-	14 4%	58 19%	236 55%	129 23%	86 14%	64 15%	32 7%	91 18%	69 13%	80 16%	50 17%	20 11%
Student	97 5%	42 4%	54 5%	80 33%	11 3%	4 1%	2 1%	-	-	17 3%	58 10%	14 3%	8 2%	29 6%	24 4%	23 4%	15 5%	6 3%
House person/Housewife/ Househusband	160 8%	13 1%	147 14%	8 3%	27 8%	43 11%	38 11%	39 13%	4 1%	31 6%	26 4%	43 10%	61 13%	40 8%	39 7%	48 9%	16 6%	16 9%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 32

Which of the following best describes your current working status?

Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
Working full time (30+ hrs a week)	896 44%	77 44%	30 33%	93 39%	90 50%	93 49%	62 58%	84 44%	102 40%	112 43%	84 45%	67 43%
Working part time (8-29 hrs a week)	244 12%	19 11%	8 9%	30 13%	17 9%	20 11%	6 5%	35 18%	31 12%	40 15%	21 11%	18 11%
Not working but seeking work or temporarily unemployed/sick	74 4%	9 5%	3 4%	15 6%	5 3%	7 4%	1 1%	3 2%	8 3%	10 4%	3 1%	10 6%
Not working/Not seeking work	77 4%	14 8%	2 2%	15 6%	6 4%	5 2%	5 5%	5 3%	8 3%	4 2%	6 3%	6 4%
Retired on state pension ONLY	179 9%	15 9%	12 13%	21 9%	11 6%	20 11%	7 7%	14 7%	27 10%	15 6%	18 10%	18 11%
Retired with a private pension	309 15%	20 11%	24 26%	36 15%	20 11%	27 14%	16 14%	23 12%	50 20%	40 15%	34 18%	19 12%
Student	97 5%	6 3%	* 1%	12 5%	11 6%	9 5%	4 3%	8 4%	15 6%	14 5%	11 6%	7 4%
House person/Housewife/Househusband	160 8%	16 9%	12 14%	17 7%	19 10%	8 4%	7 7%	18 10%	15 6%	26 10%	9 5%	13 8%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 33

What level of seniority are you within the organisation you work for?

Base: All respondents who work full/ part time

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1097	606	491	127	264	279	253	122	52	476	334	172	115	296	299	255	150	97
Weighted base	1140	620	520	143	258	297	252	140	50	354	391	281	114	285	316	269	173	97
Owner manager or proprietor	110 10%	71 11%	39 8%	9 7%	15 6%	19 6%	26 10%	21 15%	19 39%	38 11%	31 8%	32 11%	10 8%	32 11%	32 10%	20 7%	23 13%	3 3%
Managing director or managing partner	11 1%	7 1%	4 1%	- -	3 1%	3 1%	3 1%	1 1%	1 2%	6 2%	2 1%	3 1%	- -	3 1%	2 1%	4 2%	1 1%	* *
Board level director or partner	8 1%	7 1%	1 *	- -	1 1%	- -	4 1%	1 1%	2 3%	4 1%	4 1%	- -	- -	6 2%	1 *	1 *	1 1%	- -
Director - not board level	4 *	3 1%	1 *	- -	2 1%	1 *	- -	1 1%	- -	4 1%	- -	- -	- -	1 *	1 *	- -	1 1%	1 1%
Senior management	45 4%	30 5%	15 3%	2 1%	8 3%	19 6%	13 5%	1 1%	1 3%	37 10%	4 1%	5 2%	- -	7 3%	13 4%	12 5%	9 5%	3 3%
Middle management	106 9%	61 10%	45 9%	3 2%	27 10%	25 8%	37 15%	13 9%	1 1%	62 18%	28 7%	13 5%	2 2%	35 12%	22 7%	23 8%	16 9%	10 10%
Management	118 10%	54 9%	65 12%	13 9%	28 11%	44 15%	20 8%	11 8%	2 4%	52 15%	44 11%	18 6%	5 4%	25 9%	34 11%	32 12%	22 12%	5 6%
Executive	42 4%	25 4%	17 3%	7 5%	14 6%	10 4%	6 2%	4 3%	- -	25 7%	11 3%	6 2%	- -	20 7%	10 3%	6 2%	3 2%	3 3%
Office worker, clerical or office junior	317 28%	135 22%	182 35%	44 31%	88 34%	86 29%	65 26%	27 20%	6 12%	69 20%	182 47%	53 19%	12 11%	74 26%	87 28%	72 27%	45 26%	38 39%
Unskilled manual worker	79 7%	42 7%	38 7%	15 11%	12 5%	17 6%	22 9%	13 9%	- -	7 2%	12 3%	16 6%	43 38%	14 5%	28 9%	20 7%	10 6%	9 9%
Skilled manual worker	154 13%	105 17%	48 9%	17 12%	33 13%	33 11%	34 13%	34 24%	3 6%	10 3%	16 4%	100 36%	27 24%	23 8%	47 15%	44 16%	29 17%	11 12%
Craftsman, tradesman, etc.	26 2%	21 3%	5 1%	- -	7 3%	16 5%	2 1%	- -	2 3%	5 1%	6 2%	13 5%	2 2%	4 1%	11 3%	4 1%	3 2%	5 5%
Support functions - e.g. cleaner, security guard, etc.	21 2%	13 2%	8 2%	9 6%	1 1%	2 1%	6 2%	2 1%	2 4%	4 1%	4 1%	8 3%	6 5%	9 3%	2 1%	8 3%	2 1%	- -
Other	98 9%	45 7%	53 10%	25 17%	16 6%	22 8%	14 6%	9 7%	11 22%	31 9%	45 12%	15 5%	7 6%	31 11%	27 9%	24 9%	8 4%	9 9%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 33

What level of seniority are you within the organisation you work for?

Base: All respondents who work full/ part time

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	1097	97	40	115	100	110	53	111	141	155	97	78
Weighted base	1140	97	38	123	107	113	68	118	133	152	105	85
Owner manager or proprietor	110 10%	3 3%	2 5%	9 7%	9 9%	12 10%	6 9%	14 12%	11 8%	21 14%	17 16%	7 8%
Managing director or managing partner	11 1%	* *	- -	2 2%	2 2%	2 2%	- -	- -	3 3%	- -	1 1%	- -
Board level director or partner	8 1%	- -	- -	1 1%	- -	1 1%	- -	- -	3 2%	2 1%	1 1%	- -
Director - not board level	4 *	1 1%	- -	- -	- -	- -	1 2%	- -	1 1%	- -	- -	1 1%
Senior management	45 4%	3 3%	1 2%	6 5%	5 5%	6 5%	6 9%	5 4%	4 3%	4 2%	3 3%	3 4%
Middle management	106 9%	10 10%	2 4%	12 10%	9 9%	8 7%	3 5%	11 9%	16 12%	20 13%	13 12%	3 4%
Management	118 10%	5 6%	3 8%	12 10%	17 16%	13 12%	13 19%	11 9%	7 5%	18 12%	9 8%	10 12%
Executive	42 4%	3 3%	1 2%	3 2%	2 2%	5 5%	1 1%	4 3%	14 10%	7 4%	2 2%	1 1%
Office worker, clerical or office junior	317 28%	38 39%	10 27%	36 29%	26 24%	22 19%	16 24%	33 28%	28 21%	46 30%	29 28%	32 38%
Unskilled manual worker	79 7%	9 9%	2 5%	7 6%	10 10%	10 9%	3 5%	7 6%	8 6%	5 3%	7 6%	10 12%
Skilled manual worker	154 13%	11 12%	7 19%	19 15%	18 17%	20 17%	16 24%	16 14%	9 7%	14 9%	12 12%	11 12%
Craftsman, tradesman, etc.	26 2%	5 5%	1 2%	1 1%	2 2%	2 2%	- -	7 6%	2 1%	2 1%	3 3%	1 2%
Support functions - e.g. cleaner, security guard, etc.	21 2%	- -	1 3%	7 6%	- -	1 1%	- -	1 1%	6 5%	3 2%	2 2%	- -
Other	98 9%	9 9%	8 21%	9 8%	6 6%	11 10%	2 3%	10 9%	21 16%	10 7%	6 6%	6 7%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 34
Do you have any children aged 18 or under?
Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
No	1524 75%	768 77%	756 73%	207 85%	209 64%	183 47%	221 64%	283 93%	420 98%	399 73%	467 79%	289 68%	368 79%	407 79%	386 72%	376 74%	232 79%	123 70%
NET: Yes	499 24%	223 22%	276 27%	33 13%	114 35%	201 52%	123 36%	21 7%	6 1%	146 27%	122 21%	136 32%	94 20%	108 21%	147 27%	130 26%	61 21%	54 30%
Yes: Aged under 5	188 9%	68 7%	120 12%	28 12%	79 24%	65 17%	14 4%	1 *	1 *	51 9%	45 8%	48 11%	44 9%	54 10%	49 9%	43 8%	22 8%	20 11%
Yes: Aged 5-10	196 10%	90 9%	106 10%	8 3%	55 17%	99 26%	32 9%	2 1%	-	65 12%	40 7%	54 13%	37 8%	37 7%	65 12%	44 9%	31 10%	19 11%
Yes: Aged 11-15	169 8%	83 8%	86 8%	1 *	20 6%	88 23%	49 14%	9 3%	3 1%	52 9%	36 6%	53 12%	28 6%	35 7%	40 7%	54 11%	22 8%	18 10%
Yes: Aged 16-18	132 6%	62 6%	70 7%	1 *	1 *	47 12%	67 19%	12 4%	4 1%	39 7%	40 7%	32 7%	22 5%	22 4%	41 8%	42 8%	14 5%	13 7%
Refused	14 1%	7 1%	7 1%	4 2%	3 1%	3 1%	2 1%	1 *	1 *	5 1%	1 *	2 *	6 1%	3 1%	5 1%	5 1%	1 *	-

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 34
Do you have any children aged 18 or under?
Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
No	1524 75%	123 70%	69 75%	188 79%	119 66%	143 76%	87 80%	130 68%	214 84%	192 74%	146 78%	113 71%
NET: Yes	499 24%	54 30%	23 25%	46 19%	61 34%	45 24%	21 20%	60 32%	41 16%	66 25%	39 21%	41 26%
Yes: Aged under 5	188 9%	20 11%	8 8%	14 6%	21 12%	17 9%	9 9%	18 9%	22 8%	32 12%	13 7%	14 9%
Yes: Aged 5-10	196 10%	19 11%	11 12%	15 6%	19 10%	20 11%	13 12%	29 15%	15 6%	22 8%	18 10%	16 10%
Yes: Aged 11-15	169 8%	18 10%	6 6%	23 10%	25 14%	11 6%	9 9%	18 9%	16 6%	19 7%	13 7%	12 7%
Yes: Aged 16-18	132 6%	13 7%	7 7%	19 8%	16 9%	14 7%	3 3%	19 10%	5 2%	18 7%	11 6%	8 5%
Refused	14 1%	- -	- -	5 2%	- -	- -	- -	1 1%	1 *	2 1%	1 *	4 3%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 35

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

Base: All respondents

	Gender			Age						Social Class				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land	
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188	
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177	
Up to £7000	(3.5)	99 5%	40 4%	59 6%	19 8%	16 5%	16 4%	20 6%	12 4%	15 4%	1 *	25 4%	6 1%	67 14%	19 4%	24 4%	34 7%	13 4%	9 5%
£7001-£14000	(10.5)	254 12%	107 11%	147 14%	19 8%	28 8%	30 8%	32 9%	46 15%	98 23%	21 4%	54 9%	26 6%	152 32%	59 11%	72 13%	61 12%	41 14%	20 11%
£14001-£21000	(17.5)	293 14%	149 15%	145 14%	30 12%	39 12%	43 11%	52 15%	53 17%	76 18%	39 7%	95 16%	69 16%	90 19%	64 12%	83 16%	74 14%	39 13%	34 19%
£21001-£28000	(24.5)	255 13%	120 12%	135 13%	29 12%	36 11%	42 11%	46 13%	39 13%	62 14%	54 10%	84 14%	83 19%	35 7%	53 10%	66 12%	60 12%	56 19%	21 12%
£28001-£34000	(31)	192 9%	93 9%	98 9%	21 9%	36 11%	38 10%	33 10%	34 11%	29 7%	60 11%	64 11%	51 12%	16 3%	44 9%	46 9%	52 10%	28 10%	22 12%
£34001-£41000	(37.5)	196 10%	97 10%	99 10%	18 7%	34 10%	50 13%	34 10%	25 8%	36 8%	70 13%	58 10%	55 13%	13 3%	59 11%	54 10%	45 9%	22 8%	15 9%
£41001-£48000	(44.5)	127 6%	65 7%	62 6%	8 3%	25 8%	39 10%	29 8%	11 3%	15 4%	47 9%	37 6%	32 8%	11 2%	37 7%	29 5%	32 6%	22 8%	6 4%
£48001-£55000	(51.5)	113 6%	69 7%	44 4%	11 5%	25 8%	33 8%	14 4%	21 7%	8 2%	48 9%	29 5%	31 7%	5 1%	28 5%	34 6%	26 5%	19 6%	6 3%
£55001-£62000	(58.5)	55 3%	33 3%	22 2%	12 5%	13 4%	7 2%	11 3%	5 2%	6 1%	37 7%	16 3%	1 *	1 *	19 4%	13 2%	12 2%	6 2%	5 3%
£62001-£69000	(65.5)	42 2%	24 2%	18 2%	4 2%	9 3%	14 4%	6 2%	3 1%	5 1%	26 5%	13 2%	3 1%	- -	10 2%	7 1%	14 3%	8 3%	3 2%
£69001-£76000	(72.5)	33 2%	21 2%	12 1%	3 1%	6 2%	10 3%	7 2%	4 1%	3 1%	24 4%	8 1%	1 *	- -	16 3%	6 1%	5 1%	5 2%	2 1%
£76001-£83000	(79.5)	20 1%	9 1%	11 1%	2 1%	3 1%	10 3%	4 1%	2 1%	- -	11 2%	3 *	5 1%	1 *	6 1%	3 *	3 1%	2 1%	6 4%
£83001 or more	(86)	57 3%	45 5%	12 1%	7 3%	15 5%	14 4%	12 3%	6 2%	4 1%	40 7%	12 2%	4 1%	1 *	27 5%	15 3%	11 2%	3 1%	2 1%
Refused	301	126 15%	175 13%	62 17%	40 25%	40 12%	45 10%	45 13%	69 15%	69 16%	71 13%	93 16%	60 14%	76 16%	77 15%	85 16%	82 16%	30 10%	27 15%
Mean (£'000s)	31.10	33.70	28.47	30.89	35.20	36.64	31.94	28.35	23.86	44.21	30.72	30.79	15.88	35.12	29.96	29.62	29.63	29.60	

Prepared by Populus



Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 35

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

Base: All respondents

	Gender		Age						Social Class				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
Standard deviation	19.98	21.23	18.27	20.87	21.14	20.96	20.33	18.25	15.64	21.14	18.44	15.08	11.73	22.13	19.27	19.23	17.99	19.59
Standard error	0.48	0.71	0.63	1.55	1.22	1.18	1.15	1.14	0.81	0.81	0.88	0.98	0.60	1.02	0.91	0.94	1.16	1.56

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 35

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

Base: All respondents

	Total	Region											
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids	
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157	
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158	
Up to £7000	(3.5) 5%	99 5%	9 5%	3 3%	21 9%	11 6%	8 4%	5 5%	8 4%	14 5%	5 2%	8 4%	8 5%
£7001-£14000	(10.5) 12%	254 12%	20 11%	8 8%	34 14%	20 11%	24 13%	15 14%	23 12%	38 15%	21 8%	26 14%	26 16%
£14001-£21000	(17.5) 14%	293 14%	34 19%	24 26%	29 12%	21 12%	28 15%	10 9%	29 15%	22 8%	42 16%	29 16%	27 17%
£21001-£28000	(24.5) 13%	255 13%	21 12%	16 17%	24 10%	20 11%	23 12%	23 21%	17 9%	28 11%	25 10%	33 18%	27 17%
£28001-£34000	(31) 9%	192 9%	22 12%	11 12%	20 8%	21 12%	13 7%	11 10%	20 11%	15 6%	29 11%	17 9%	13 8%
£34001-£41000	(37.5) 10%	196 10%	15 9%	9 9%	18 7%	19 11%	13 7%	8 8%	20 11%	25 10%	34 13%	14 8%	20 13%
£41001-£48000	(44.5) 6%	127 6%	6 4%	6 6%	15 6%	12 7%	15 8%	7 6%	9 5%	16 6%	21 8%	15 8%	5 3%
£48001-£55000	(51.5) 6%	113 6%	6 3%	3 3%	12 5%	12 7%	10 5%	11 11%	19 10%	14 6%	13 5%	7 4%	5 3%
£55001-£62000	(58.5) 3%	55 3%	5 3%	- -	9 4%	3 2%	7 4%	2 2%	5 2%	12 5%	7 3%	4 2%	2 1%
£62001-£69000	(65.5) 2%	42 2%	3 2%	2 2%	9 4%	4 2%	3 2%	3 2%	3 1%	4 2%	6 2%	6 3%	1 1%
£69001-£76000	(72.5) 2%	33 2%	2 1%	2 2%	3 1%	- -	2 1%	2 2%	3 2%	9 3%	7 3%	3 2%	1 *
£76001-£83000	(79.5) 1%	20 1%	6 4%	- -	2 1%	1 *	2 1%	1 1%	1 1%	3 1%	3 1%	1 *	- -
£83001 or more	(86) 3%	57 3%	2 1%	- -	6 2%	5 3%	4 2%	2 2%	7 4%	17 7%	10 4%	1 *	4 2%
Refused	301 15%	27 15%	11 11%	41 17%	31 17%	37 20%	8 7%	28 15%	39 15%	39 15%	23 12%	19 12%	
Mean (£'000s)	31.10	29.60	26.59	30.15	30.55	30.49	31.43	32.57	35.31	34.93	28.52	26.33	

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 35

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

Base: All respondents

	Region											
	Total	Scotland	North East	North West	Yorks & Humber	West Mids	Wales	Eastern	London	South East	South West	East Mids
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
Standard deviation	19.98	19.59	14.06	21.11	18.98	19.53	19.15	20.50	24.00	20.18	17.20	16.94
Standard error	0.48	1.56	1.53	1.52	1.58	1.54	2.08	1.65	1.58	1.29	1.38	1.45

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 36
What was your age on your last birthday?
Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
18-24	244 12%	120 12%	124 12%	244 100%	-	-	-	-	-	47 9%	102 17%	62 15%	33 7%	71 14%	65 12%	57 11%	32 11%	19 11%
25-34	326 16%	162 16%	164 16%	-	326 100%	-	-	-	-	111 20%	107 18%	62 14%	46 10%	72 14%	89 17%	76 15%	46 16%	42 24%
35-44	387 19%	204 20%	182 18%	-	-	387 100%	-	-	-	108 20%	113 19%	95 22%	70 15%	92 18%	117 22%	101 20%	42 14%	35 20%
45-54	346 17%	174 17%	172 17%	-	-	-	346 100%	-	-	88 16%	101 17%	72 17%	85 18%	77 15%	96 18%	96 19%	43 14%	34 19%
55-64	305 15%	114 11%	192 18%	-	-	-	-	305 100%	-	66 12%	72 12%	73 17%	94 20%	71 14%	66 12%	86 17%	61 21%	21 12%
65+	428 21%	224 22%	203 20%	-	-	-	-	-	428 100%	128 23%	96 16%	63 15%	140 30%	134 26%	104 19%	94 18%	69 24%	26 15%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 36
What was your age on your last birthday?
Base: All respondents

	Region											
	Total	Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
18-24	244 12%	19 11%	7 8%	29 12%	21 12%	19 10%	9 8%	23 12%	39 15%	33 13%	24 13%	23 15%
25-34	326 16%	42 24%	13 14%	27 11%	36 20%	33 17%	20 19%	35 19%	35 14%	37 14%	26 14%	21 13%
35-44	387 19%	35 20%	13 14%	48 20%	40 23%	38 20%	17 16%	44 23%	46 18%	45 17%	25 14%	35 22%
45-54	346 17%	34 19%	12 13%	53 22%	31 17%	32 17%	16 15%	38 20%	28 11%	49 19%	27 14%	26 16%
55-64	305 15%	21 12%	19 21%	36 15%	31 17%	22 12%	28 26%	20 10%	34 13%	38 14%	33 18%	25 16%
65+	428 21%	26 15%	28 30%	47 20%	19 11%	44 24%	18 17%	31 16%	74 29%	59 23%	51 27%	29 18%

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 37
Gender
Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
Male	998	998	-	120	162	204	174	114	224	299	292	206	200	252	284	243	138	80
	49%	100%	-	49%	50%	53%	50%	37%	52%	54%	50%	48%	43%	49%	53%	48%	47%	45%
Female	1038	-	1038	124	164	182	172	192	203	251	298	221	268	265	254	267	155	97
	51%	-	100%	51%	50%	47%	50%	63%	48%	46%	50%	52%	57%	51%	47%	52%	53%	55%

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 37
Gender
Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
Male	998 49%	80 45%	45 48%	122 51%	76 43%	107 57%	50 46%	99 52%	144 56%	108 41%	88 48%	78 49%
Female	1038 51%	97 55%	47 52%	117 49%	103 57%	81 43%	58 54%	92 48%	112 44%	153 59%	97 52%	81 51%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 38
Which of the following ITV regions do you live in?
Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
ITV1 Anglia	173 8%	88 9%	84 8%	25 10%	38 12%	44 11%	26 8%	14 4%	26 6%	44 8%	45 8%	60 14%	23 5%	15 3%	157 29%	1 *	-	-
ITV1 Border	33 2%	12 1%	21 2%	6 2%	6 2%	6 2%	6 2%	7 2%	3 1%	5 1%	9 1%	14 3%	6 1%	2 *	3 *	11 2%	-	17 10%
ITV1 Central	304 15%	169 17%	135 13%	38 15%	53 16%	65 17%	53 15%	34 11%	61 14%	74 13%	90 15%	62 15%	78 17%	13 3%	281 52%	4 1%	6 2%	-
ITV1 Granada	238 12%	122 12%	116 11%	24 10%	25 8%	51 13%	53 15%	35 11%	50 12%	61 11%	59 10%	44 10%	73 16%	1 *	4 1%	222 43%	11 4%	-
ITV1 London	358 18%	191 19%	168 16%	51 21%	50 15%	65 17%	45 13%	51 17%	96 22%	122 22%	113 19%	53 12%	71 15%	314 61%	41 8%	2 *	1 *	-
ITV1 Meridian	189 9%	83 8%	105 10%	21 9%	17 5%	33 8%	42 12%	29 9%	48 11%	57 10%	57 10%	43 10%	32 7%	169 33%	5 1%	-	15 5%	-
ITV1 Tyne Tees	90 4%	42 4%	48 5%	7 3%	12 4%	12 3%	12 3%	19 6%	28 6%	28 5%	20 3%	14 3%	29 6%	-	-	90 18%	-	-
ITV1 Wales	101 5%	46 5%	55 5%	12 5%	20 6%	12 3%	15 4%	26 9%	15 3%	28 5%	25 4%	24 6%	24 5%	1 *	1 *	1 *	98 33%	-
ITV1 West	80 4%	43 4%	37 4%	11 4%	10 3%	8 2%	15 4%	8 3%	29 7%	24 4%	29 5%	17 4%	11 2%	1 *	1 *	-	78 27%	-
ITV1 Westcountry	86 4%	30 3%	56 5%	9 4%	15 4%	15 4%	10 3%	21 7%	16 4%	20 4%	27 5%	21 5%	18 4%	2 *	-	1 *	83 28%	-
ITV1 Yorkshire	223 11%	98 10%	125 12%	26 11%	38 12%	43 11%	40 12%	44 15%	32 7%	52 10%	65 11%	51 12%	56 12%	-	44 8%	179 35%	1 *	-
STV	160 8%	73 7%	87 8%	15 6%	42 13%	33 9%	28 8%	18 6%	24 6%	34 6%	51 9%	26 6%	49 10%	-	1 *	-	-	160 90%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 38

Which of the following ITV regions do you live in?

Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
ITV1 Anglia	173 8%	- -	- -	1 *	- -	- -	- -	139 73%	1 *	14 5%	- -	19 12%
ITV1 Border	33 2%	17 10%	- -	11 5%	- -	1 1%	- -	1 1%	1 *	2 1%	- -	- -
ITV1 Central	304 15%	- -	1 1%	1 1%	2 1%	184 98%	- -	4 2%	4 1%	10 4%	6 3%	93 59%
ITV1 Granada	238 12%	- -	1 1%	221 92%	- -	- -	11 10%	- -	- -	1 *	- -	4 2%
ITV1 London	358 18%	- -	- -	1 *	1 1%	- -	- -	39 20%	248 97%	65 25%	1 1%	2 1%
ITV1 Meridian	189 9%	- -	- -	- -	- -	- -	- -	4 2%	1 1%	168 64%	15 8%	1 *
ITV1 Tyne Tees	90 4%	- -	90 98%	- -	1 *	- -	- -	- -	- -	- -	- -	- -
ITV1 Wales	101 5%	- -	- -	1 *	- -	1 1%	97 90%	- -	- -	1 *	2 1%	- -
ITV1 West	80 4%	- -	- -	- -	- -	1 1%	- -	- -	- -	1 *	78 42%	- -
ITV1 Westcountry	86 4%	- -	- -	1 *	- -	- -	- -	- -	1 *	1 *	83 45%	- -
ITV1 Yorkshire	223 11%	- -	1 1%	2 1%	176 98%	- -	- -	4 2%	- -	- -	1 *	40 25%
STV	160 8%	160 90%	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 39
Social class
Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
AB	550 27%	299 30%	251 24%	47 19%	111 34%	108 28%	88 26%	66 22%	128 30%	550 100%	-	-	-	170 33%	133 25%	132 26%	78 26%	37 21%
C1	590 29%	292 29%	298 29%	102 42%	107 33%	113 29%	101 29%	72 24%	96 22%	-	590 100%	-	-	165 32%	150 28%	140 27%	81 27%	54 31%
C2	428 21%	206 21%	221 21%	62 26%	62 19%	95 24%	72 21%	73 24%	63 15%	-	-	428 100%	-	87 17%	136 25%	98 19%	73 25%	34 19%
DE	468 23%	200 20%	268 26%	33 13%	46 14%	70 18%	85 25%	94 31%	140 33%	-	-	-	468 100%	95 18%	119 22%	140 27%	63 21%	52 29%

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 39
Social class
Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
AB	550 27%	37 21%	28 30%	61 25%	44 24%	51 27%	28 26%	49 26%	81 32%	89 34%	50 27%	33 21%
C1	590 29%	54 31%	20 21%	67 28%	54 30%	53 28%	24 22%	51 27%	82 32%	83 32%	57 31%	46 29%
C2	428 21%	34 19%	14 15%	41 17%	43 24%	42 22%	30 27%	56 29%	39 15%	48 18%	43 23%	38 24%
DE	468 23%	52 29%	31 33%	71 30%	39 22%	43 23%	27 25%	34 18%	54 21%	41 16%	36 19%	41 26%

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 40
GO Regions
Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
Scotland	177 9%	80 8%	97 9%	19 8%	42 13%	35 9%	34 10%	21 7%	26 6%	37 7%	54 9%	34 8%	52 11%	-	-	-	-	177 100%
North East	92 5%	45 4%	47 5%	7 3%	13 4%	13 3%	12 3%	19 6%	28 6%	28 5%	20 3%	14 3%	31 7%	-	-	92 18%	-	-
North West	239 12%	122 12%	117 11%	29 12%	27 8%	48 12%	53 15%	36 12%	47 11%	61 11%	67 11%	41 10%	71 15%	-	-	239 47%	-	-
Yorks & Humber	180 9%	76 8%	103 10%	21 9%	36 11%	40 10%	31 9%	31 10%	19 5%	44 8%	54 9%	43 10%	39 8%	-	-	180 35%	-	-
West Midlands	188 9%	107 11%	81 8%	19 8%	33 10%	38 10%	32 9%	22 7%	44 10%	51 9%	53 9%	42 10%	43 9%	-	188 35%	-	-	-
Wales	108 5%	50 5%	58 6%	9 4%	20 6%	17 4%	16 5%	28 9%	18 4%	28 5%	24 4%	30 7%	27 6%	-	-	-	108 37%	-
Eastern	191 9%	99 10%	92 9%	23 9%	35 11%	44 11%	38 11%	20 6%	31 7%	49 9%	51 9%	56 13%	34 7%	-	191 36%	-	-	-
London	256 13%	144 14%	112 11%	39 16%	35 11%	46 12%	28 8%	34 11%	74 17%	81 15%	82 14%	39 9%	54 12%	256 50%	-	-	-	-
South East	261 13%	108 11%	153 15%	33 13%	37 11%	45 12%	49 14%	38 12%	59 14%	89 16%	83 14%	48 11%	41 9%	261 50%	-	-	-	-
South West	186 9%	88 9%	97 9%	24 10%	26 8%	25 6%	27 8%	33 11%	51 12%	50 9%	57 10%	43 10%	36 8%	-	-	-	186 63%	-
East Midlands	158 8%	78 8%	81 8%	23 9%	21 6%	35 9%	26 7%	25 8%	29 7%	33 6%	46 8%	38 9%	41 9%	-	158 29%	-	-	-

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 40
GO Regions
Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
Scotland	177 9%	177 100%	-	-	-	-	-	-	-	-	-	-
North East	92 5%	-	92 100%	-	-	-	-	-	-	-	-	-
North West	239 12%	-	-	239 100%	-	-	-	-	-	-	-	-
Yorks & Humber	180 9%	-	-	-	180 100%	-	-	-	-	-	-	-
West Midlands	188 9%	-	-	-	-	188 100%	-	-	-	-	-	-
Wales	108 5%	-	-	-	-	-	108 100%	-	-	-	-	-
Eastern	191 9%	-	-	-	-	-	-	191 100%	-	-	-	-
London	256 13%	-	-	-	-	-	-	-	256 100%	-	-	-
South East	261 13%	-	-	-	-	-	-	-	-	261 100%	-	-
South West	186 9%	-	-	-	-	-	-	-	-	-	186 100%	-
East Midlands	158 8%	-	-	-	-	-	-	-	-	-	-	158 100%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 41
Nearest City:
Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2036	1026	1010	238	336	355	358	305	444	778	523	278	457	551	532	497	268	188
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
Glasgow	79 4%	42 4%	38 4%	7 3%	19 6%	21 5%	14 4%	7 2%	11 3%	19 3%	26 4%	16 4%	18 4%	- -	1 *	- -	- -	79 45%
Edinburgh	75 4%	31 3%	44 4%	10 4%	17 5%	8 2%	15 4%	10 3%	13 3%	13 2%	24 4%	12 3%	26 6%	- -	- -	- -	- -	75 42%
Newcastle	92 5%	42 4%	50 5%	7 3%	13 4%	13 3%	11 3%	21 7%	26 6%	27 5%	23 4%	14 3%	27 6%	- -	- -	91 18%	- -	1 *
Leeds	86 4%	40 4%	46 4%	8 3%	13 4%	25 6%	17 5%	12 4%	11 3%	28 5%	22 4%	20 5%	17 4%	- -	1 *	84 17%	1 *	- -
Hull	34 2%	10 1%	24 2%	4 2%	3 1%	4 1%	6 2%	11 4%	6 1%	5 1%	19 3%	6 1%	5 1%	- -	4 1%	30 6%	- -	- -
Sheffield	74 4%	36 4%	38 4%	12 5%	19 6%	8 2%	11 3%	16 5%	8 2%	15 3%	20 3%	16 4%	22 5%	- -	21 4%	53 10%	- -	- -
Manchester	174 9%	92 9%	82 8%	18 7%	22 7%	40 10%	32 9%	28 9%	35 8%	47 9%	45 8%	33 8%	49 10%	* *	12 2%	161 32%	- -	- -
Liverpool	67 3%	34 3%	33 3%	9 4%	6 2%	11 3%	18 5%	9 3%	14 3%	20 4%	15 2%	13 3%	20 4%	1 *	- -	52 10%	15 5%	- -
Nottingham	88 4%	42 4%	46 4%	12 5%	16 5%	20 5%	14 4%	9 3%	18 4%	16 3%	29 5%	23 5%	21 4%	- -	88 16%	- -	- -	- -
Birmingham	174 9%	101 10%	74 7%	22 9%	33 10%	36 9%	30 9%	17 6%	37 9%	43 8%	48 8%	40 9%	44 9%	1 *	171 32%	1 *	1 *	- -
Norwich	51 3%	25 2%	27 3%	6 3%	10 3%	19 5%	9 3%	3 1%	4 1%	14 3%	11 2%	18 4%	8 2%	1 *	49 9%	1 *	- -	- -
Milton Keynes	55 3%	26 3%	30 3%	14 6%	12 4%	8 2%	7 2%	7 2%	7 2%	17 3%	16 3%	17 4%	6 1%	14 3%	41 8%	- -	- -	- -
Brighton	46 2%	19 2%	26 3%	5 2%	5 2%	10 2%	6 2%	6 2%	15 3%	11 2%	14 2%	14 3%	7 2%	46 9%	- -	- -	- -	- -
Oxford	27 1%	15 1%	13 1%	1 *	4 1%	1 *	8 2%	1 *	13 3%	9 2%	10 2%	1 *	7 1%	22 4%	2 *	- -	4 1%	- -

Queueing Survey
ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 41
Nearest City:
Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Weighted base	2036	998	1038	244	326	387	346	305	428	550	590	428	468	517	537	511	294	177
London	418 21%	220 22%	198 19%	62 25%	62 19%	77 20%	63 18%	51 17%	104 24%	138 25%	139 23%	61 14%	81 17%	343 66%	71 13%	3 1%	1 *	-
Southampton	76 4%	34 3%	42 4%	5 2%	6 2%	14 4%	17 5%	14 5%	21 5%	25 4%	19 3%	20 5%	13 3%	60 12%	-	-	16 5%	-
Bristol	86 4%	47 5%	39 4%	13 5%	14 4%	12 3%	12 4%	9 3%	26 6%	28 5%	25 4%	18 4%	15 3%	1 *	-	-	85 29%	-
Plymouth	64 3%	22 2%	42 4%	5 2%	9 3%	12 3%	9 3%	17 6%	11 3%	13 2%	22 4%	15 4%	14 3%	-	-	-	64 22%	-
Cardiff	76 4%	38 4%	38 4%	9 4%	17 5%	10 3%	10 3%	20 6%	9 2%	22 4%	21 4%	16 4%	17 4%	1 *	2 *	-	73 25%	-
None of these	193 9%	81 8%	112 11%	16 6%	26 8%	39 10%	37 11%	37 12%	37 9%	41 7%	44 8%	57 13%	52 11%	28 5%	75 14%	35 7%	34 11%	23 13%

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 41
Nearest City:
Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Unweighted base	2036	188	96	232	169	196	92	179	271	280	176	157
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
Glasgow	79 4%	79 45%	-	-	-	1 *	-	-	-	-	-	-
Edinburgh	75 4%	75 42%	-	-	-	-	-	-	-	-	-	-
Newcastle	92 5%	1 *	83 91%	7 3%	1 *	-	-	-	-	-	-	-
Leeds	86 4%	-	3 3%	-	81 45%	-	-	-	-	-	1 *	1 1%
Hull	34 2%	-	-	2 1%	28 15%	-	-	-	-	-	-	4 3%
Sheffield	74 4%	-	-	-	53 29%	-	-	-	-	-	-	21 13%
Manchester	174 9%	-	2 2%	160 67%	-	8 4%	-	1 1%	-	* *	-	3 2%
Liverpool	67 3%	-	-	52 22%	-	-	15 14%	-	-	1 *	-	-
Nottingham	88 4%	-	-	-	-	1 1%	-	7 3%	-	-	-	80 51%
Birmingham	174 9%	-	-	1 1%	-	162 86%	-	-	-	1 *	1 1%	9 6%
Norwich	51 3%	-	-	1 *	-	-	-	48 25%	1 *	1 *	-	1 1%
Milton Keynes	55 3%	-	-	-	-	-	-	29 15%	-	14 5%	-	12 8%
Brighton	46 2%	-	-	-	-	-	-	-	-	46 17%	-	-
Oxford	27 1%	-	-	-	-	1 *	-	-	1 *	21 8%	4 2%	1 *

Queueing Survey

ONLINE Fieldwork : 4th - 6th June 2010

Absolutes/col percents

Table 41
Nearest City:
Base: All respondents

	Total	Region										
		Scot-land	North East	North West	Yorks & Humber	West Mids	Wales	East-ern	London	South East	South West	East Mids
Weighted base	2036	177	92	239	180	188	108	191	256	261	186	158
London	418 21%	-	-	1 *	2 1%	-	-	70 37%	252 99%	91 35%	1 1%	1 1%
Southampton	76 4%	-	-	-	-	-	-	-	2 1%	58 22%	16 9%	-
Bristol	86 4%	-	-	-	-	-	-	-	-	1 *	85 46%	-
Plymouth	64 3%	-	-	-	-	-	-	-	-	-	64 34%	-
Cardiff	76 4%	-	-	-	-	2 1%	72 67%	-	-	1 *	1 *	-
None of these	193 9%	23 13%	4 4%	15 6%	15 8%	14 7%	21 20%	37 19%	-	28 11%	12 7%	24 15%