

Money and Mental Health Survey
ONLINE Fieldwork: 11th-13th May 2018

Absolutes/col percents

Table 1
Q.1 Have you ever experienced a mental health problem?
Base: All respondents

	Experienced Mental Health problem						Experienced Physical Health problem				
	Total	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say
Unweighted base	2078	704	403	301	1247	127	1345	851	494	627	106
Weighted base	2078	649	354	295	1287	143	1295	814	481	666	117
Yes, in the last 24 months	354 17%	354 55%	354 100%	-	-	-	292 23%	231 28%	61 13%	55 8%	7 6%
Yes, longer ago	295 14%	295 45%	-	295 100%	-	-	258 20%	153 19%	105 22%	33 5%	4 3%
No, I have never experienced a mental health problem	1287 62%	-	-	-	1287 100%	-	683 53%	387 48%	296 61%	551 83%	53 45%
Would prefer not to say	64 3%	-	-	-	-	64 45%	27 2%	18 2%	9 2%	4 1%	33 28%
Don't know	79 4%	-	-	-	-	79 55%	36 3%	25 3%	11 2%	23 3%	20 17%
NET: Ever experienced	649 31%	649 100%	354 100%	295 100%	-	-	550 42%	384 47%	165 34%	88 13%	11 9%

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Table 2

Q.3 For each of the statements below, please indicate how often (if at all) you feel this way when dealing with essential service providers.

Summary**Base: All respondents**

	Felt moments of sudden terror, fear, or fright	Felt anxious, worried, or nervous	Had thoughts of being injured, overcome with fear, or other bad things happening	Felt a racing heart, sweaty, trouble breathing, faint, or shaky	Felt tense muscles, felt on edge or restless, or had trouble relaxing	Avoided dealing with essential service providers	Moved away from dealing with essential services providers or left abruptly	Spent a lot of time preparing for, or procrastinating about (i.e., putting off) dealing with essential services providers	Distracted myself to avoid thinking about dealing with essential service providers	Needed help to cope with dealing with essential services providers (e.g., alcohol or medications, superstitious objects, other people)
Unweighted base	2078	2078	2078	2078	2078	2078	2078	2078	2078	2078
Weighted base	2078	2078	2078	2078	2078	2078	2078	2078	2078	2078
Never	1262 61%	701 34%	1310 63%	1122 54%	886 43%	1050 51%	1279 62%	870 42%	1069 51%	1513 73%
NET: Ever	710 34%	1288 62%	637 31%	855 41%	1086 52%	894 43%	592 28%	1077 52%	868 42%	447 22%
Occasionally	472 23%	825 40%	410 20%	563 27%	715 34%	570 27%	386 19%	664 32%	571 27%	271 13%
Half of the time	100 5%	206 10%	107 5%	138 7%	180 9%	163 8%	122 6%	195 9%	145 7%	86 4%
Most of the time	100 5%	169 8%	73 4%	103 5%	132 6%	117 6%	55 3%	153 7%	107 5%	55 3%
All of the time	37 2%	88 4%	47 2%	51 2%	59 3%	44 2%	29 1%	65 3%	44 2%	35 2%
Don't know	106 5%	89 4%	131 6%	101 5%	106 5%	135 6%	208 10%	131 6%	142 7%	118 6%

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Table 3

Q.3 For each of the statements below, please indicate how often (if at all) you feel this way when dealing with essential service providers.

Felt moments of sudden terror, fear, or fright

Base: All respondents

	Experienced Mental Health problem					Experienced Physical Health problem					
	Total	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say
Unweighted base	2078	704	403	301	1247	127	1345	851	494	627	106
Weighted base	2078	649	354	295	1287	143	1295	814	481	666	117
Never	1262 61%	265 41%	106 30%	158 54%	935 73%	62 44%	767 59%	472 58%	295 61%	441 66%	54 46%
NET: Ever	710 34%	363 56%	233 66%	130 44%	295 23%	52 36%	482 37%	318 39%	164 34%	191 29%	37 32%
Occasionally	472 23%	208 32%	111 31%	97 33%	225 18%	39 27%	322 25%	211 26%	111 23%	125 19%	25 22%
Half of the time	100 5%	55 8%	35 10%	20 7%	36 3%	10 7%	64 5%	41 5%	24 5%	31 5%	4 4%
Most of the time	100 5%	70 11%	58 16%	12 4%	28 2%	3 2%	67 5%	45 6%	23 5%	28 4%	5 4%
All of the time	37 2%	31 5%	29 8%	1 *	7 1%	- -	28 2%	21 3%	7 1%	7 1%	3 2%
Don't know	106 5%	21 3%	14 4%	6 2%	57 4%	29 20%	46 4%	24 3%	22 5%	34 5%	26 22%

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Table 4

Q.3 For each of the statements below, please indicate how often (if at all) you feel this way when dealing with essential service providers.

Felt anxious, worried, or nervous

Base: All respondents

	Experienced Mental Health problem					Experienced Physical Health problem					
	Total	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say
Unweighted base	2078	704	403	301	1247	127	1345	851	494	627	106
Weighted base	2078	649	354	295	1287	143	1295	814	481	666	117
Never	701 34%	100 15%	36 10%	65 22%	575 45%	25 18%	403 31%	237 29%	166 34%	271 41%	27 23%
NET: Ever	1288 62%	537 83%	310 88%	226 77%	658 51%	94 66%	864 67%	560 69%	304 63%	360 54%	65 56%
Occasionally	825 40%	263 41%	117 33%	147 50%	504 39%	58 40%	560 43%	345 42%	216 45%	228 34%	37 32%
Half of the time	206 10%	99 15%	50 14%	49 16%	85 7%	22 15%	130 10%	85 10%	45 9%	63 9%	12 11%
Most of the time	169 8%	107 16%	80 23%	26 9%	51 4%	11 8%	110 9%	83 10%	27 6%	47 7%	11 10%
All of the time	88 4%	68 11%	63 18%	5 2%	17 1%	3 2%	62 5%	47 6%	16 3%	22 3%	4 3%
Don't know	89 4%	11 2%	8 2%	4 1%	54 4%	24 17%	28 2%	16 2%	12 2%	36 5%	25 21%

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Table 5

Q.3 For each of the statements below, please indicate how often (if at all) you feel this way when dealing with essential service providers.

Had thoughts of being injured, overcome with fear, or other bad things happening

Base: All respondents

	Experienced Mental Health problem					Experienced Physical Health problem					
	Total	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say
Unweighted base	2078	704	403	301	1247	127	1345	851	494	627	106
Weighted base	2078	649	354	295	1287	143	1295	814	481	666	117
Never	1310 63%	297 46%	130 37%	167 57%	944 73%	69 48%	806 62%	493 61%	313 65%	447 67%	57 49%
NET: Ever	637 31%	319 49%	209 59%	110 37%	269 21%	49 34%	425 33%	280 34%	145 30%	178 27%	34 29%
Occasionally	410 20%	176 27%	100 28%	76 26%	201 16%	33 23%	277 21%	176 22%	100 21%	112 17%	21 18%
Half of the time	107 5%	60 9%	35 10%	24 8%	35 3%	12 9%	70 5%	48 6%	22 4%	27 4%	10 8%
Most of the time	73 4%	48 7%	42 12%	6 2%	22 2%	3 2%	45 3%	31 4%	15 3%	25 4%	2 2%
All of the time	47 2%	35 5%	32 9%	3 1%	11 1%	1 *	33 3%	25 3%	9 2%	13 2%	1 1%
Don't know	131 6%	33 5%	15 4%	17 6%	74 6%	25 17%	64 5%	41 5%	24 5%	42 6%	25 22%

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Table 6

Q.3 For each of the statements below, please indicate how often (if at all) you feel this way when dealing with essential service providers.

Felt a racing heart, sweaty, trouble breathing, faint, or shaky

Base: All respondents

	Experienced Mental Health problem					Experienced Physical Health problem					
	Total	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say
Unweighted base	2078	704	403	301	1247	127	1345	851	494	627	106
Weighted base	2078	649	354	295	1287	143	1295	814	481	666	117
Never	1122 54%	233 36%	93 26%	140 47%	838 65%	52 36%	670 52%	387 48%	283 59%	418 63%	34 29%
NET: Ever	855 41%	401 62%	250 71%	151 51%	389 30%	65 46%	589 45%	405 50%	184 38%	212 32%	54 46%
Occasionally	563 27%	217 34%	115 32%	103 35%	296 23%	50 35%	392 30%	267 33%	124 26%	131 20%	41 35%
Half of the time	138 7%	79 12%	50 14%	29 10%	49 4%	9 6%	98 8%	66 8%	32 7%	37 6%	3 3%
Most of the time	103 5%	65 10%	50 14%	15 5%	33 3%	5 3%	66 5%	47 6%	19 4%	30 4%	7 6%
All of the time	51 2%	38 6%	34 10%	4 1%	11 1%	2 1%	33 3%	25 3%	8 2%	14 2%	4 3%
Don't know	101 5%	15 2%	11 3%	4 1%	60 5%	25 18%	36 3%	22 3%	14 3%	36 5%	29 25%

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Table 7

Q.3 For each of the statements below, please indicate how often (if at all) you feel this way when dealing with essential service providers.

Felt tense muscles, felt on edge or restless, or had trouble relaxing

Base: All respondents

	Experienced Mental Health problem					Experienced Physical Health problem					
	Total	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say
Unweighted base	2078	704	403	301	1247	127	1345	851	494	627	106
Weighted base	2078	649	354	295	1287	143	1295	814	481	666	117
Never	886 43%	149 23%	59 17%	90 31%	700 54%	37 26%	507 39%	295 36%	212 44%	342 51%	38 32%
NET: Ever	1086 52%	483 74%	283 80%	200 68%	523 41%	80 56%	756 58%	499 61%	256 53%	279 42%	51 44%
Occasionally	715 34%	261 40%	118 33%	144 49%	403 31%	51 36%	500 39%	318 39%	183 38%	182 27%	33 29%
Half of the time	180 9%	83 13%	52 15%	31 11%	76 6%	21 15%	120 9%	83 10%	38 8%	48 7%	12 10%
Most of the time	132 6%	94 14%	73 21%	21 7%	30 2%	7 5%	96 7%	70 9%	26 5%	31 5%	5 4%
All of the time	59 3%	44 7%	40 11%	4 1%	14 1%	1 *	39 3%	28 3%	11 2%	18 3%	2 1%
Don't know	106 5%	17 3%	12 3%	5 2%	63 5%	26 18%	33 3%	20 2%	13 3%	46 7%	28 24%

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Table 8

Q.3 For each of the statements below, please indicate how often (if at all) you feel this way when dealing with essential service providers.

Avoided dealing with essential service providers

Base: All respondents

	Experienced Mental Health problem					Experienced Physical Health problem					
	Total	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say
Unweighted base	2078	704	403	301	1247	127	1345	851	494	627	106
Weighted base	2078	649	354	295	1287	143	1295	814	481	666	117
Never	1050 51%	228 35%	86 24%	143 48%	778 60%	43 30%	629 49%	387 48%	242 50%	371 56%	49 42%
NET: Ever	894 43%	395 61%	252 71%	144 49%	427 33%	72 50%	606 47%	386 47%	220 46%	246 37%	42 36%
Occasionally	570 27%	220 34%	121 34%	98 33%	302 23%	48 33%	401 31%	249 31%	152 32%	148 22%	20 17%
Half of the time	163 8%	78 12%	56 16%	21 7%	74 6%	11 8%	99 8%	62 8%	38 8%	50 8%	13 11%
Most of the time	117 6%	64 10%	45 13%	20 7%	43 3%	9 6%	76 6%	52 6%	24 5%	35 5%	6 5%
All of the time	44 2%	34 5%	29 8%	4 1%	7 1%	4 3%	29 2%	23 3%	7 1%	13 2%	2 2%
Don't know	135 6%	25 4%	16 5%	9 3%	82 6%	28 20%	60 5%	42 5%	19 4%	49 7%	25 22%

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Table 9

Q.3 For each of the statements below, please indicate how often (if at all) you feel this way when dealing with essential service providers.

Moved away from dealing with essential services providers or left abruptly

Base: All respondents

	Experienced Mental Health problem					Experienced Physical Health problem					
	Total	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say
Unweighted base	2078	704	403	301	1247	127	1345	851	494	627	106
Weighted base	2078	649	354	295	1287	143	1295	814	481	666	117
Never	1279 62%	321 49%	150 42%	171 58%	902 70%	56 39%	804 62%	488 60%	315 66%	422 63%	53 46%
NET: Ever	592 28%	268 41%	172 49%	96 32%	272 21%	52 36%	376 29%	244 30%	132 27%	186 28%	30 26%
Occasionally	386 19%	168 26%	98 28%	69 24%	175 14%	43 30%	261 20%	163 20%	99 20%	107 16%	17 15%
Half of the time	122 6%	52 8%	31 9%	21 7%	66 5%	4 3%	66 5%	47 6%	19 4%	49 7%	7 6%
Most of the time	55 3%	29 4%	25 7%	4 1%	23 2%	4 3%	32 2%	22 3%	10 2%	18 3%	5 4%
All of the time	29 1%	20 3%	18 5%	1 *	9 1%	* *	17 1%	12 1%	4 1%	11 2%	1 1%
Don't know	208 10%	60 9%	32 9%	28 9%	112 9%	35 25%	115 9%	81 10%	34 7%	59 9%	33 28%

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Table 10

Q.3 For each of the statements below, please indicate how often (if at all) you feel this way when dealing with essential service providers.

Spent a lot of time preparing for, or procrastinating about (i.e., putting off) dealing with essential services providers

Base: All respondents

	Experienced Mental Health problem					Experienced Physical Health problem					
	Total	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say
Unweighted base	2078	704	403	301	1247	127	1345	851	494	627	106
Weighted base	2078	649	354	295	1287	143	1295	814	481	666	117
Never	870 42%	172 26%	74 21%	97 33%	665 52%	33 23%	514 40%	312 38%	202 42%	323 48%	33 29%
NET: Ever	1077 52%	451 70%	262 74%	189 64%	549 43%	77 54%	721 56%	463 57%	259 54%	298 45%	57 49%
Occasionally	664 32%	229 35%	107 30%	122 41%	387 30%	48 34%	440 34%	273 34%	167 35%	190 28%	34 29%
Half of the time	195 9%	79 12%	44 12%	35 12%	101 8%	16 11%	126 10%	77 9%	49 10%	56 8%	13 11%
Most of the time	153 7%	91 14%	67 19%	24 8%	52 4%	10 7%	108 8%	76 9%	33 7%	36 5%	8 7%
All of the time	65 3%	52 8%	44 12%	8 3%	9 1%	4 3%	48 4%	38 5%	10 2%	16 2%	1 1%
Don't know	131 6%	26 4%	18 5%	8 3%	72 6%	32 23%	60 5%	39 5%	20 4%	45 7%	26 22%

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Table 11

Q.3 For each of the statements below, please indicate how often (if at all) you feel this way when dealing with essential service providers.

Distracted myself to avoid thinking about dealing with essential service providers

Base: All respondents

	Experienced Mental Health problem					Experienced Physical Health problem					
	Total	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say
Unweighted base	2078	704	403	301	1247	127	1345	851	494	627	106
Weighted base	2078	649	354	295	1287	143	1295	814	481	666	117
Never	1069 51%	230 36%	95 27%	135 46%	790 61%	48 34%	634 49%	391 48%	243 50%	390 59%	44 38%
NET: Ever	868 42%	382 59%	238 67%	144 49%	414 32%	72 50%	592 46%	381 47%	210 44%	228 34%	48 41%
Occasionally	571 27%	225 35%	120 34%	105 36%	300 23%	47 33%	403 31%	258 32%	145 30%	139 21%	30 26%
Half of the time	145 7%	62 10%	39 11%	23 8%	76 6%	7 5%	87 7%	48 6%	39 8%	52 8%	7 6%
Most of the time	107 5%	60 9%	49 14%	11 4%	30 2%	16 11%	69 5%	50 6%	19 4%	27 4%	11 10%
All of the time	44 2%	35 5%	30 9%	5 2%	8 1%	1 1%	33 3%	26 3%	7 2%	10 2%	* *
Don't know	142 7%	36 6%	21 6%	15 5%	82 6%	23 16%	69 5%	41 5%	28 6%	48 7%	24 21%

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Table 12

Q.3 For each of the statements below, please indicate how often (if at all) you feel this way when dealing with essential service providers.

Needed help to cope with dealing with essential services providers (e.g., alcohol or medications, superstitious objects, other people)

Base: All respondents

	Experienced Mental Health problem					Experienced Physical Health problem					
	Total	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say
Unweighted base	2078	704	403	301	1247	127	1345	851	494	627	106
Weighted base	2078	649	354	295	1287	143	1295	814	481	666	117
Never	1513 73%	375 58%	171 48%	204 69%	1061 82%	77 54%	938 72%	576 71%	362 75%	512 77%	63 54%
NET: Ever	447 22%	243 37%	164 46%	79 27%	162 13%	43 30%	303 23%	204 25%	99 21%	116 17%	28 24%
Occasionally	271 13%	139 21%	79 22%	60 20%	101 8%	30 21%	190 15%	129 16%	61 13%	62 9%	19 16%
Half of the time	86 4%	49 8%	38 11%	11 4%	29 2%	8 6%	58 4%	40 5%	18 4%	23 3%	5 5%
Most of the time	55 3%	31 5%	24 7%	7 2%	23 2%	1 1%	32 2%	19 2%	13 3%	19 3%	4 3%
All of the time	35 2%	24 4%	22 6%	1 1%	9 1%	3 2%	22 2%	15 2%	7 2%	13 2%	- -
Don't know	118 6%	31 5%	19 5%	12 4%	64 5%	24 17%	55 4%	34 4%	21 4%	38 6%	26 22%

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Table 13

Q.4 These days there are a number of ways that essential service companies get in touch with us, and that we can contact them. Which, if any, of the following forms of communication do you particularly struggle to engage with or find distressing?

Base: All respondents

	Experienced Mental Health problem						Experienced Physical Health problem				
	Total	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say
Unweighted base	2078	704	403	301	1247	127	1345	851	494	627	106
Weighted base	2078	649	354	295	1287	143	1295	814	481	666	117
NET: Any of these	1160 56%	467 72%	280 79%	188 64%	612 48%	81 57%	738 57%	487 60%	252 52%	361 54%	61 52%
Telephone calls	783 38%	336 52%	206 58%	130 44%	391 30%	55 39%	502 39%	339 42%	163 34%	238 36%	42 36%
In-person (e.g. in a branch or someone coming to read a meter)	430 21%	233 36%	162 46%	71 24%	158 12%	39 27%	289 22%	208 26%	81 17%	116 17%	25 22%
Mobile apps	237 11%	75 12%	46 13%	30 10%	147 11%	14 10%	153 12%	95 12%	59 12%	78 12%	6 5%
Letters	229 11%	104 16%	67 19%	37 13%	105 8%	20 14%	139 11%	98 12%	42 9%	76 11%	14 12%
Websites	225 11%	63 10%	31 9%	32 11%	144 11%	18 13%	126 10%	79 10%	47 10%	92 14%	8 7%
Text messages	223 11%	66 10%	43 12%	23 8%	141 11%	17 12%	121 9%	77 9%	44 9%	94 14%	8 7%
None of the above	813 39%	156 24%	60 17%	96 32%	616 48%	42 29%	506 39%	292 36%	214 44%	270 41%	38 32%
Don't know	105 5%	25 4%	14 4%	11 4%	59 5%	20 14%	51 4%	35 4%	16 3%	36 5%	18 16%

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Table 14

Q.5 We'd like you to think about a range of interactions between you and your essential service providers. How easy do you find it to complete these tasks on your own ?

Summary**Base: All respondents**

		Signing up with a provider / opening an account	Managing my account	Dealing with problems	Closing an account / switching between providers
Unweighted base		2078	2078	2078	2078
Weighted base		2078	2078	2078	2078
NET: Easy		1392 67%	1590 77%	946 46%	1091 52%
Very easy	(+2)	624 30%	799 38%	403 19%	528 25%
Easy	(+1)	768 37%	791 38%	543 26%	562 27%
Neither easy nor difficult	(0)	426 21%	324 16%	642 31%	445 21%
Difficult	(-1)	141 7%	89 4%	308 15%	255 12%
Very difficult	(-2)	35 2%	20 1%	98 5%	87 4%
NET: Difficult		176 8%	109 5%	406 20%	342 16%
I have never done this		40 2%	27 1%	39 2%	140 7%
Don't know		45 2%	27 1%	45 2%	60 3%

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Table 15

Q.5 We'd like you to think about a range of interactions between you and your essential service providers. How easy do you find it to complete these tasks on your own ?

Signing up with a provider / opening an account

Base: All respondents

	Experienced Mental Health problem						Experienced Physical Health problem				
	Total	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say
Unweighted base	2078	704	403	301	1247	127	1345	851	494	627	106
Weighted base	2078	649	354	295	1287	143	1295	814	481	666	117
NET: Easy	1392 67%	350 54%	166 47%	184 62%	960 75%	81 57%	858 66%	518 64%	340 71%	470 70%	65 55%
Very easy	(+2) 624 30%	128 20%	60 17%	68 23%	475 37%	20 14%	381 29%	232 28%	149 31%	223 33%	20 18%
Easy	(+1) 768 37%	222 34%	106 30%	116 39%	485 38%	61 43%	477 37%	286 35%	191 40%	247 37%	44 38%
Neither easy nor difficult	(0) 426 21%	160 25%	94 27%	66 22%	233 18%	32 23%	262 20%	168 21%	94 20%	134 20%	30 26%
Difficult	(-1) 141 7%	83 13%	57 16%	26 9%	49 4%	8 6%	110 8%	77 9%	33 7%	26 4%	5 5%
Very difficult	(-2) 35 2%	28 4%	22 6%	6 2%	4 *	3 2%	28 2%	22 3%	6 1%	4 1%	3 3%
NET: Difficult	176 8%	111 17%	79 22%	32 11%	53 4%	12 8%	137 11%	99 12%	39 8%	29 4%	9 8%
I have never done this	40 2%	13 2%	5 1%	8 3%	22 2%	5 3%	18 1%	13 2%	5 1%	18 3%	3 3%
Don't know	45 2%	14 2%	9 3%	5 2%	19 1%	13 9%	20 2%	17 2%	3 1%	15 2%	10 8%

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Absolutes/col percents

Table 16

Q.5 We'd like you to think about a range of interactions between you and your essential service providers. How easy do you find it to complete these tasks on your own ?

Managing my account

Base: All respondents

	Experienced Mental Health problem						Experienced Physical Health problem				
	Total	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say
Unweighted base	2078	704	403	301	1247	127	1345	851	494	627	106
Weighted base	2078	649	354	295	1287	143	1295	814	481	666	117
NET: Easy	1590 77%	421 65%	208 59%	213 72%	1077 84%	92 65%	993 77%	611 75%	382 79%	520 78%	78 67%
Very easy	(+2) 799 38%	172 26%	91 26%	81 27%	595 46%	32 23%	486 37%	301 37%	184 38%	283 42%	30 26%
Easy	(+1) 791 38%	249 38%	117 33%	132 45%	483 38%	60 42%	507 39%	310 38%	197 41%	237 36%	48 41%
Neither easy nor difficult	(0) 324 16%	143 22%	88 25%	55 19%	147 11%	34 24%	202 16%	138 17%	64 13%	98 15%	23 20%
Difficult	(-1) 89 4%	57 9%	41 12%	16 5%	30 2%	3 2%	66 5%	42 5%	24 5%	20 3%	3 3%
Very difficult	(-2) 20 1%	13 2%	10 3%	3 1%	6 *	2 1%	13 1%	8 1%	5 1%	5 1%	2 2%
NET: Difficult	109 5%	70 11%	51 14%	18 6%	35 3%	5 3%	79 6%	50 6%	29 6%	25 4%	5 4%
I have never done this	27 1%	9 1%	2 1%	6 2%	16 1%	2 2%	12 1%	7 1%	5 1%	14 2%	1 1%
Don't know	27 1%	7 1%	4 1%	3 1%	11 1%	9 6%	9 1%	8 1%	1 *	9 1%	9 8%

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Absolutes/col percents

Table 17

Q.5 We'd like you to think about a range of interactions between you and your essential service providers. How easy do you find it to complete these tasks on your own ?

Dealing with problems

Base: All respondents

	Experienced Mental Health problem						Experienced Physical Health problem				
	Total	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say
Unweighted base	2078	704	403	301	1247	127	1345	851	494	627	106
Weighted base	2078	649	354	295	1287	143	1295	814	481	666	117
NET: Easy	946 46%	194 30%	79 22%	115 39%	715 56%	37 26%	567 44%	354 44%	213 44%	332 50%	46 39%
Very easy	(+2) 403 19%	58 9%	26 7%	32 11%	335 26%	10 7%	233 18%	151 19%	82 17%	156 23%	14 12%
Easy	(+1) 543 26%	136 21%	53 15%	83 28%	380 29%	27 19%	334 26%	204 25%	131 27%	176 26%	32 28%
Neither easy nor difficult	(0) 642 31%	193 30%	96 27%	97 33%	393 31%	56 39%	393 30%	226 28%	168 35%	209 31%	40 34%
Difficult	(-1) 308 15%	168 26%	107 30%	60 20%	107 8%	33 23%	219 17%	150 18%	69 14%	74 11%	14 12%
Very difficult	(-2) 98 5%	70 11%	60 17%	10 3%	25 2%	4 3%	72 6%	54 7%	18 4%	21 3%	5 5%
NET: Difficult	406 20%	237 37%	167 47%	70 24%	132 10%	37 26%	291 23%	204 25%	87 18%	95 14%	19 17%
I have never done this	39 2%	10 2%	2 1%	8 3%	25 2%	3 2%	20 2%	14 2%	6 1%	16 2%	2 2%
Don't know	45 2%	14 2%	9 2%	5 2%	22 2%	9 6%	23 2%	16 2%	7 2%	13 2%	9 8%

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Table 18

Q.5 We'd like you to think about a range of interactions between you and your essential service providers. How easy do you find it to complete these tasks on your own ?

Closing an account / switching between providers

Base: All respondents

	Experienced Mental Health problem						Experienced Physical Health problem				
	Total	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say	Ever	Last 24 months	Longer ago	Never	DK/Prefer not to say
Unweighted base	2078	704	403	301	1247	127	1345	851	494	627	106
Weighted base	2078	649	354	295	1287	143	1295	814	481	666	117
NET: Easy	1091 52%	248 38%	115 32%	133 45%	785 61%	58 40%	674 52%	409 50%	265 55%	368 55%	49 42%
Very easy	(+2) 528 25%	100 15%	46 13%	54 18%	413 32%	15 10%	331 26%	198 24%	133 28%	184 28%	13 11%
Easy	(+1) 562 27%	148 23%	69 20%	79 27%	371 29%	43 30%	343 26%	212 26%	131 27%	183 27%	36 31%
Neither easy nor difficult	(0) 445 21%	169 26%	85 24%	84 28%	245 19%	31 22%	274 21%	166 20%	109 23%	141 21%	29 25%
Difficult	(-1) 255 12%	110 17%	66 19%	44 15%	129 10%	17 12%	177 14%	115 14%	62 13%	65 10%	13 11%
Very difficult	(-2) 87 4%	56 9%	48 14%	8 3%	20 2%	11 7%	64 5%	51 6%	12 3%	18 3%	5 4%
NET: Difficult	342 16%	166 26%	114 32%	52 18%	149 12%	28 19%	241 19%	166 20%	74 15%	83 12%	18 16%
I have never done this	140 7%	50 8%	29 8%	21 7%	80 6%	10 7%	77 6%	49 6%	28 6%	55 8%	8 7%
Don't know	60 3%	15 2%	11 3%	4 2%	29 2%	16 11%	28 2%	23 3%	5 1%	20 3%	12 10%