

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Table 1
Q13. Thinking about all the times that you have contacted your energy provider in the last 12 months... To what extent were you satisfied or dissatisfied with each of the following?
How easy it was to find contact information (e.g. phone number, email address, live chat etc.)
Base: All contacting an energy provider excluding don't know/ not applicable

	S2: Energy provider																				Don't know/ can't recall									
	Total	Octopus Energy	British Gas	E.ON/EN	OVO Energy	EDF Energy	Scottish Power	Utility Warehouse	Utilita	So Energy	Outfox The Market	Shell Energy	Sainsbury's Energy	eEnergy	Ecotricity	Good Energy	Fuse Energy	Insight Energy	Rebel Energy	SSE		National Grid	Highland Fuels	Home Energy	Split the Bills	UK Networks	100 Green	Other		
Unweighted base	2349	630	492	334	217	217	217	102	54	18	10	9	9	5	5	3	2	2	2	2	1	1	1	1	1	1	1	1	14	
Weighted base	2349	630	492	334	217	217	217	102	54	18	10	9	9	5	5	3	2	2	2	2	1	1	1	1	1	1	1	14		
Very satisfied (5)	853	291	138	122	68	79	51	44	23	8	6	4	4	2	3	1	1	-	1	-	-	-	-	-	-	1	1	-	4	
	36.31%	46.19%	28.05%	36.53%	31.34%	36.41%	23.50%	43.14%	42.59%	44.44%	60.00%	44.44%	44.44%	40.00%	60.00%	33.33%	50.00%	-	50.00%	-	-	100.00%	-	-	-	100.00%	100.00%	-	28.57%	
Fairly satisfied (4)	906	213	200	132	95	80	93	39	19	6	2	2	5	2	2	2	-	1	2	1	1	1	1	1	1	1	1	9		
	38.57%	33.81%	40.65%	39.52%	43.78%	36.87%	42.86%	38.24%	35.19%	33.33%	20.00%	22.22%	55.56%	40.00%	40.00%	66.67%	-	50.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	-	64.29%	
Neither satisfied nor dissatisfied (3)	281	53	65	39	29	35	38	6	4	4	2	3	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	
	11.96%	8.41%	13.21%	11.68%	13.36%	16.13%	17.51%	5.88%	7.41%	22.22%	20.00%	33.33%	-	20.00%	-	-	50.00%	50.00%	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	219	57	57	28	19	18	23	11	5	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	
	9.32%	9.05%	11.58%	8.38%	8.76%	8.29%	10.60%	10.78%	9.26%	-	-	-	-	-	-	-	-	50.00%	-	-	-	-	-	-	-	-	-	-	-	
Very dissatisfied (1)	90	16	32	13	6	5	12	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
	3.83%	2.54%	6.50%	3.89%	2.76%	2.30%	5.53%	1.96%	5.56%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7.14%	
NET: SATISFIED	1759	504	338	254	163	159	144	83	42	14	8	6	9	4	5	3	1	-	2	2	1	1	1	1	1	1	1	13		
	74.88%	80.00%	68.70%	76.05%	75.12%	73.27%	66.36%	81.37%	77.78%	77.78%	80.00%	66.67%	100.00%	80.00%	100.00%	100.00%	50.00%	-	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	92.86%		
NET: DISSATISFIED	309	73	89	41	25	23	35	13	8	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1		
	13.15%	11.59%	18.09%	12.28%	11.52%	10.60%	16.13%	12.75%	14.81%	-	-	-	-	-	-	-	-	50.00%	-	-	-	-	-	-	-	-	-	7.14%		
Mean	3.94	4.12	3.72	3.96	3.92	3.97	3.68	4.10	4.00	4.22	4.40	4.11	4.44	4.20	4.60	4.33	4.00	2.50	4.50	4.00	4.00	5.00	4.00	4.00	5.00	5.00	5.00	4.07		
Standard deviation	1.09	1.06	1.18	1.08	1.02	1.03	1.11	1.05	1.18	0.81	0.84	0.93	0.53	0.84	0.55	0.58	1.41	0.71	0.71	0.71	0.00	-	-	-	-	-	-	-	1.00	
Standard error	0.02	0.04	0.05	0.06	0.07	0.07	0.08	0.10	0.16	0.19	0.27	0.31	0.18	0.37	0.24	0.33	1.00	0.50	0.50	0.00	-	-	-	-	-	-	-	-	0.27	

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Table 2
Q13. Thinking about all the times that you have contacted your energy provider in the last 12 months... To what extent were you satisfied or dissatisfied with each of the following?
The variety of contact options provided
Base: All contacting an energy provider excluding don't know/ not applicable

	S2: Energy provider																												
	Total	Octopus Energy	British Gas	E.ON/ E.ON Next	EDF Energy	Scottish Power	OVO Energy	Utility Warehouse	Utilita	So Energy	Sainsbury's Energy	Shell Energy	Outfox The Market	eEnergy	Ecotricity	Fuse Energy	Inight Energy	Rebel Energy	SSE	Good Energy	Highland Fuels	National Grid	Home Energy	Split the Bills	UK Networks	100 Green	Other	Don't know/ can't recall	
Unweighted base	2315	618	491	329	214	214	212	102	53	17	9	9	9	5	5	2	2	2	2	1	1	1	1	1	1	1	1	1	14
Weighted base	2315	618	491	329	214	214	212	102	53	17	9	9	9	5	5	2	2	2	2	1	1	1	1	1	1	1	1	14	
Very satisfied (5)	700	218	119	108	71	57	47	40	18	3	4	-	5	1	1	1	-	-	-	1	-	-	-	-	-	1	-	5	
	30.24%	35.28%	24.24%	32.83%	33.18%	26.84%	22.17%	39.22%	33.96%	17.65%	44.44%	-	55.56%	20.00%	20.00%	50.00%	-	-	-	100.00%	-	-	-	-	-	100.00%	-	35.71%	
Fairly satisfied (4)	931	263	195	138	77	73	93	41	21	9	3	2	1	1	2	-	-	2	1	-	1	1	1	1	1	1	-	7	
	40.22%	42.56%	39.71%	41.95%	35.98%	34.11%	43.87%	40.20%	39.62%	52.94%	33.33%	22.22%	11.11%	20.00%	40.00%	-	-	100.00%	50.00%	-	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	-	50.00%	
Neither satisfied nor dissatisfied (3)	388	78	96	50	38	48	43	8	7	4	1	5	3	1	1	1	1	-	1	1	-	-	-	-	-	1	-	-	
	16.76%	12.62%	19.55%	15.20%	17.76%	22.43%	20.28%	7.84%	13.21%	23.53%	11.11%	55.56%	33.33%	20.00%	20.00%	50.00%	50.00%	-	50.00%	100.00%	-	-	-	-	-	100.00%	-	-	
Fairly dissatisfied (2)	209	43	56	22	22	24	22	9	4	1	1	2	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	
	9.03%	6.98%	11.41%	6.69%	10.39%	11.21%	10.38%	8.82%	7.55%	5.88%	11.11%	22.22%	-	20.00%	20.00%	-	-	-	-	-	-	-	-	-	-	-	-	7.14%	
Very dissatisfied (1)	87	16	25	11	6	12	7	4	3	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	
	3.76%	2.59%	5.09%	3.34%	2.80%	5.61%	3.30%	3.92%	5.66%	-	-	-	-	20.00%	-	-	50.00%	-	-	-	-	-	-	-	-	-	-	7.14%	
NET: SATISFIED	1631	481	314	246	148	130	140	81	39	12	7	2	6	2	3	1	-	2	1	-	1	1	1	1	1	1	-	12	
	70.45%	77.83%	63.95%	74.77%	69.16%	60.75%	66.04%	79.41%	73.58%	70.59%	77.78%	22.22%	66.67%	40.00%	60.00%	50.00%	-	100.00%	50.00%	-	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	-	85.71%	
NET: DISSATISFIED	296	59	81	33	28	36	29	13	7	1	1	2	-	2	1	-	1	-	-	-	-	-	-	-	-	-	-	2	
	12.79%	9.55%	16.50%	10.03%	13.08%	16.82%	13.68%	12.75%	13.21%	5.88%	11.11%	22.22%	-	40.00%	20.00%	-	50.00%	-	-	-	-	-	-	-	-	-	-	14.29%	
Mean	3.84	4.01	3.67	3.94	3.86	3.65	3.71	4.02	3.89	3.82	4.11	3.00	4.22	3.00	3.60	4.00	2.00	4.00	3.50	3.00	5.00	4.00	4.00	4.00	5.00	3.00	-	4.00	
Standard deviation	1.07	1.00	1.12	1.02	1.08	1.15	1.03	1.09	1.14	0.81	1.05	0.71	0.97	1.58	1.14	1.41	1.41	0.00	0.71	-	-	-	-	-	-	-	-	-	1.18
Standard error	0.02	0.04	0.05	0.06	0.07	0.08	0.07	0.11	0.16	0.20	0.35	0.24	0.32	0.71	0.51	1.00	1.00	0.00	0.50	-	-	-	-	-	-	-	-	0.31	

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Table 3
Q13. Thinking about all the times that you have contacted your energy provider in the last 12 months... To what extent were you satisfied or dissatisfied with each of the following?
How long it took to get in touch with a person that could help
Base: All contacting an energy provider excluding don't know/ not applicable

	S2: Energy provider																				Don't know/ can't recall									
	Total	Octopus Energy	British Gas	E.ON/EN Nxt	Scottish Power	EDF Energy	OVO Energy	Utility Warehouse	Utilita	So Energy	Outfox The Market	Shell Energy	Sainsbury's Energy	eEnergy	Ecotricity	Rebel Energy	Good Energy	Fuse Energy	Inight Energy	SSE		National Grid	Highland Fuels	Home Energy	Split the Bills	UK Networks	100 Green	Other		
Unweighted base	2307	621	487	332	213	208	208	100	54	18	10	9	8	5	5	2	2	2	2	2	1	1	1	1	1	1	1	1	-	14
Weighted base	2307	621	487	332	213	208	208	100	54	18	10	9	8	5	5	2	2	2	2	2	1	1	1	1	1	1	1	-	14	
Very satisfied (5)	662	230	117	98	42	57	41	36	18	4	5	2	3	2	1	2	1	1	-	-	-	1	-	-	-	-	-	1	-	7.14%
Fairly satisfied (4)	818	224	164	129	73	70	80	33	13	9	1	5	1	1	1	-	1	-	1	1	1	-	-	1	1	1	1	-	8	
Neither satisfied nor dissatisfied (3)	349	79	72	54	33	34	38	12	10	3	2	4	-	1	1	1	-	-	1	1	-	-	-	-	-	-	-	-	3	
Fairly dissatisfied (2)	306	62	87	36	36	30	33	11	5	1	2	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	
Very dissatisfied (1)	172	26	47	15	29	17	16	8	8	1	-	1	-	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	1	
NET: SATISFIED	1480	454	281	227	115	127	121	69	31	13	6	3	8	3	2	1	2	2	-	1	1	1	-	1	1	1	1	-	9	
NET: DISSATISFIED	478	88	134	51	65	47	49	19	13	2	2	2	-	1	2	-	-	-	1	-	-	-	1	-	-	-	-	-	2	
Mean	3.65	3.92	3.45	3.78	3.30	3.58	3.47	3.78	3.52	3.78	3.90	3.22	4.38	3.60	3.00	3.50	5.00	4.50	2.00	3.50	4.00	5.00	2.00	4.00	4.00	4.00	5.00	-	3.50	
Standard deviation	1.23	1.13	1.29	1.12	1.33	1.26	1.20	1.27	1.42	1.06	1.29	1.30	0.52	1.67	1.58	0.71	0.00	0.71	1.41	0.71	-	-	-	-	-	-	-	-	-	1.02
Standard error	0.03	0.05	0.06	0.06	0.09	0.09	0.08	0.13	0.19	0.25	0.41	0.43	0.18	0.75	0.71	0.50	0.00	0.50	1.00	0.50	-	-	-	-	-	-	-	-	0.27	

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Table 4
Q13. Thinking about all the times that you have contacted your energy provider in the last 12 months... To what extent were you satisfied or dissatisfied with each of the following?
How seriously the customer service representative took your issue/ query
Base: All contacting an energy provider excluding don't know/ not applicable

	Total	S2: Energy provider																			Don't know/ can't recall								
		Octopus Energy	British Gas	E.ON/EN	Scottish Power	EDF Energy	OVO Energy	Utility Warehouse	Utilita	So Energy	Shell Energy	Outfox The Market	Sainsbury's Energy	eEnergy	Ecotricity	Rebel Energy	Good Energy	Fuse Energy	Inight Energy	SSE		National Grid	Highland Fuels	Home Energy	Split the Bills	UK Networks	100 Green	Other	
Unweighted base	2294	616	482	332	211	209	208	101	52	18	9	9	8	5	4	2	2	2	2	2	1	1	1	1	1	1	1	1	15
Weighted base	2294	616	482	332	211	209	208	101	52	18	9	9	8	5	4	2	2	2	2	2	1	1	1	1	1	1	1	15	
Very satisfied (5)	886	301	155	126	55	78	70	41	25	8	1	6	6	2	3	-	2	1	-	1	-	1	-	-	1	1	1	2	
	38.62%	48.86%	32.16%	37.95%	26.07%	37.32%	33.65%	40.59%	48.08%	44.44%	11.11%	66.67%	75.00%	40.00%	75.00%	-	100.00%	50.00%	-	50.00%	-	100.00%	-	-	100.00%	100.00%	-	13.33%	
Fairly satisfied (4)	750	180	172	126	68	61	77	29	15	6	3	-	2	1	-	1	-	-	-	-	1	-	-	-	-	-	-	8	
	32.69%	29.22%	35.68%	37.95%	32.23%	29.19%	37.02%	28.71%	28.85%	33.33%	33.33%	-	25.00%	20.00%	-	50.00%	-	-	-	-	100.00%	-	-	-	-	-	-	53.33%	
Neither satisfied nor dissatisfied (3)	312	55	71	37	48	35	32	13	4	5	3	-	1	-	1	-	-	-	1	1	-	-	1	1	-	-	-	3	
	13.60%	8.93%	14.73%	11.14%	22.75%	16.75%	15.38%	12.67%	1.92%	22.22%	33.33%	-	20.00%	-	50.00%	-	-	50.00%	50.00%	-	-	100.00%	100.00%	-	-	-	-	20.00%	
Fairly dissatisfied (2)	227	51	54	30	23	22	22	13	8	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	2	
	9.90%	8.28%	11.20%	9.04%	10.90%	10.53%	10.58%	12.67%	15.38%	-	-	-	-	-	25.00%	-	-	50.00%	-	-	-	-	-	-	-	-	-	13.33%	
Very dissatisfied (1)	119	29	30	13	17	13	7	5	3	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	
	5.19%	4.71%	6.22%	3.92%	8.06%	6.22%	3.37%	4.95%	5.77%	-	-	-	20.00%	-	-	-	-	50.00%	-	-	-	-	-	-	-	-	-	-	
NET: SATISFIED	1636	481	327	252	123	139	147	70	40	14	4	6	8	3	3	1	2	1	-	1	1	1	-	-	1	1	-	10	
	71.32%	78.08%	67.84%	75.90%	58.29%	66.51%	70.67%	69.31%	76.92%	77.78%	44.44%	66.67%	100.00%	60.00%	75.00%	50.00%	100.00%	50.00%	-	50.00%	100.00%	100.00%	-	-	100.00%	100.00%	-	66.67%	
NET: DISSATISFIED	346	80	84	43	40	35	29	18	11	-	-	-	-	1	1	-	-	1	-	-	-	-	-	-	-	-	-	2	
	15.06%	12.99%	17.43%	12.95%	18.96%	16.75%	13.94%	17.62%	21.15%	-	-	-	-	20.00%	25.00%	-	-	50.00%	50.00%	-	-	-	-	-	-	-	-	13.33%	
Mean	3.90	4.09	3.76	3.97	3.57	3.81	3.87	3.87	3.98	4.22	3.56	4.33	4.75	3.60	4.25	3.50	5.00	3.50	2.00	4.00	4.00	5.00	3.00	3.00	5.00	5.00	-	3.67	
Standard deviation	1.17	1.15	1.19	1.10	1.21	1.22	1.10	1.22	1.29	0.81	0.73	1.00	0.46	1.67	1.50	0.71	0.00	2.12	1.41	1.41	1.41	-	-	-	-	-	-	0.90	
Standard error	0.02	0.05	0.05	0.06	0.08	0.08	0.08	0.12	0.18	0.19	0.24	0.33	0.16	0.75	0.75	0.50	0.00	1.50	1.00	1.00	-	-	-	-	-	-	-	0.23	

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Table 5
Q13. Thinking about all the times that you have contacted your energy provider in the last 12 months... To what extent were you satisfied or dissatisfied with each of the following?
How well the customer service representative kept you informed about the progress of your issue /query
Base: All contacting an energy provider excluding don't know/ not applicable

	Total	S2: Energy provider																											
		Octopus Energy	British Gas	E.ON/ E.ON Next	Scottish Power	OVO Energy	EDF Energy	Utility Warehouse	Utilita	So Energy	Shell Energy	Outfox The Market	Sainsbury's Energy	eEnergy	Ecotricity	Good Energy	Fuse Energy	Inight Energy	SSE	National Grid	Rebel Energy	Home Energy	Split the Bills	UK Networks	100 Green	Highland Fuels	Other	Don't know/can't recall	
Unweighted base	2235	602	474	321	208	204	198	96	52	18	9	8	7	5	5	2	2	2	2	1	1	1	1	1	1	1	-	-	15
Weighted base	2235	602	474	321	208	204	198	96	52	18	9	8	7	5	5	2	2	2	2	1	1	1	1	1	1	-	-	15	
Very satisfied	(5) 785	246	145	121	57	65	67	35	22	5	2	4	4	2	3	1	1	-	1	-	-	-	-	1	1	-	-	2	
		35.12%	30.59%	37.69%	27.40%	31.86%	33.84%	36.46%	42.31%	27.78%	22.22%	50.00%	57.14%	40.00%	60.00%	50.00%	50.00%	-	50.00%	-	-	-	-	100.00%	100.00%	-	-	13.33%	
Fairly satisfied	(4) 725	207	152	103	65	67	64	31	14	6	1	3	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	8	
		32.44%	34.39%	32.07%	31.25%	32.84%	32.32%	26.92%	33.33%	11.11%	12.50%	42.86%	20.00%	-	50.00%	-	-	-	100.00%	-	-	-	-	-	-	-	-	53.33%	
Neither satisfied nor dissatisfied	(3) 350	65	82	47	49	41	30	13	5	5	1	-	1	-	-	-	-	1	-	1	-	1	-	-	-	-	-	2	
		15.66%	17.30%	14.64%	23.56%	20.10%	15.15%	13.54%	9.62%	27.78%	55.56%	-	20.00%	-	-	-	-	50.00%	50.00%	-	100.00%	-	100.00%	-	-	-	-	13.33%	
Fairly dissatisfied	(2) 224	54	53	34	16	19	23	10	5	2	1	2	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-	3	
		10.02%	8.97%	11.18%	10.58%	9.31%	11.62%	10.42%	9.62%	11.11%	11.11%	25.00%	-	-	20.00%	-	50.00%	-	-	-	-	-	100.00%	-	-	-	-	20.00%	
Very dissatisfied	(1) 151	30	42	16	21	12	14	7	6	-	-	-	-	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	
		6.76%	4.98%	8.86%	4.98%	10.10%	5.88%	7.07%	7.29%	11.54%	-	-	20.00%	20.00%	-	-	50.00%	-	-	-	-	-	-	-	-	-	-	-	
NET: SATISFIED	1510	453	297	224	122	132	131	66	36	11	3	5	7	3	3	2	1	-	1	1	-	-	1	1	-	-	10		
		67.56%	75.25%	62.66%	69.78%	58.65%	64.71%	66.16%	68.75%	69.23%	61.11%	33.33%	62.50%	100.00%	60.00%	60.00%	100.00%	50.00%	-	50.00%	100.00%	-	100.00%	100.00%	-	-	-	66.67%	
NET: DISSATISFIED	375	84	95	50	37	31	37	17	11	2	1	2	-	1	2	-	1	-	-	-	-	1	-	-	-	-	3		
		16.78%	13.95%	20.04%	15.58%	17.79%	15.20%	18.69%	17.71%	11.11%	11.11%	25.00%	-	20.00%	40.00%	-	50.00%	50.00%	-	-	-	100.00%	-	-	-	-	-	20.00%	
Mean	3.79	3.97	3.64	3.87	3.58	3.75	3.74	3.80	3.79	3.78	3.44	3.88	4.57	3.60	3.60	4.50	3.50	2.00	4.00	4.00	3.00	2.00	3.00	5.00	5.00	-	-	3.60	
Standard deviation	1.21	1.15	1.26	1.18	1.25	1.17	1.24	1.39	1.00	1.01	1.36	0.53	1.67	1.95	0.71	2.12	1.41	1.41	1.41	-	-	-	-	-	-	-	-	0.99	
Standard error	0.03	0.05	0.06	0.07	0.09	0.08	0.09	0.13	0.19	0.24	0.34	0.48	0.20	0.75	0.87	0.50	1.50	1.00	1.00	-	-	-	-	-	-	-	-	0.25	

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Table 6
Q13. Thinking about all the times that you have contacted your energy provider in the last 12 months... To what extent were you satisfied or dissatisfied with each of the following?
How long it took to get an answer to your issue/query
Base: All contacting an energy provider excluding don't know/ not applicable

	Total	S2: Energy provider																											
		Octopus Energy	British Gas	E.ON Energy North	OVO Energy	Scottish Power	EDF Energy	Utility Warehouse	Utilita	So Energy	Sainsbury's Energy	Shell Energy	Outfox The Market	eEnergy	Ecotricity	Rebel Energy	Good Energy	Fuse Energy	Insight Energy	SSE	National Grid	Highland Fuels	Home Energy	Split the Bills	UK Networks	100 Green	Other	Don't know/can't recall	
Unweighted base	2318	626	490	333	211	211	208	100	54	18	9	9	9	5	5	2	2	2	2	2	1	1	1	1	1	1	1	1	15
Weighted base	2318	626	490	333	211	211	208	100	54	18	9	9	9	5	5	2	2	2	2	2	1	1	1	1	1	1	1	15	
Very satisfied (5)	770	247	135	116	64	54	70	35	20	6	5	2	5	2	2	1	1	1	1	1	1	1	1	1	1	1	1	2	
	33.22%	39.46%	27.55%	34.83%	30.33%	25.59%	33.65%	35.00%	37.04%	33.33%	55.56%	22.22%	55.56%	40.00%	40.00%	50.00%	50.00%	50.00%	50.00%	50.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	13.33%	
Fairly satisfied (4)	759	206	169	107	70	69	65	30	17	6	3	2	1	1	2	1	1	1	1	1	1	1	1	1	1	1	1	7	
	32.74%	32.91%	34.49%	32.13%	33.18%	32.70%	31.25%	30.00%	31.48%	33.33%	33.33%	22.22%	11.11%	20.00%	20.00%	100.00%	50.00%	50.00%	50.00%	50.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	46.67%	
Neither satisfied nor dissatisfied (3)	309	62	72	48	35	34	27	13	2	3	1	3	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	4	
	13.33%	9.90%	14.69%	14.41%	16.59%	16.11%	12.98%	13.00%	3.70%	16.67%	11.11%	33.33%	11.11%	20.00%	20.00%	100.00%	50.00%	50.00%	50.00%	50.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	26.67%	
Fairly dissatisfied (2)	281	70	84	57	28	27	15	6	3	1	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
	12.12%	11.18%	13.06%	11.11%	12.32%	12.50%	12.98%	15.00%	11.11%	16.67%	11.11%	22.22%	11.11%	20.00%	20.00%	100.00%	50.00%	50.00%	50.00%	50.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	6.67%	
Very dissatisfied (1)	199	41	50	25	16	27	19	7	9	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
	8.58%	6.55%	10.20%	7.51%	7.58%	12.80%	9.13%	7.00%	16.67%	16.67%	11.11%	11.11%	20.00%	20.00%	20.00%	100.00%	50.00%	50.00%	50.00%	50.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	6.67%	
NET: SATISFIED	1529	453	304	223	134	123	135	65	37	12	8	4	6	3	3	2	2	1	1	1	1	1	1	1	1	1	1	9	
	65.96%	72.36%	62.04%	66.97%	63.51%	58.29%	64.90%	65.00%	68.52%	66.67%	88.89%	44.44%	66.67%	60.00%	60.00%	100.00%	100.00%	50.00%	50.00%	50.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	60.00%	
NET: DISSATISFIED	480	111	114	62	42	54	46	22	15	3	1	2	2	1	2	1	1	1	1	1	1	1	1	1	1	1	1	2	
	20.71%	17.73%	23.27%	18.62%	19.91%	25.59%	22.12%	22.00%	27.78%	16.67%	11.11%	22.22%	22.22%	20.00%	40.00%	100.00%	50.00%	50.00%	50.00%	50.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	13.33%	
Mean	3.70	3.88	3.56	3.76	3.66	3.45	3.67	3.71	3.61	3.83	4.44	3.33	4.00	3.60	3.40	4.00	4.50	3.50	2.00	4.00	4.00	5.00	3.00	5.00	5.00	4.00	4.00	3.53	
Standard deviation	1.28	1.23	1.29	1.25	1.24	1.34	1.31	1.28	1.50	1.10	0.73	1.32	1.32	1.67	1.82	0.00	0.71	2.12	1.41	1.41	1.41	1.41	1.41	1.41	1.41	1.41	1.41	1.06	
Standard error	0.03	0.05	0.06	0.07	0.09	0.09	0.09	0.13	0.20	0.26	0.24	0.44	0.44	0.75	0.81	0.00	0.50	1.50	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.27	

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Table 7
Q13. Thinking about all the times that you have contacted your energy provider in the last 12 months... To what extent were you satisfied or dissatisfied with each of the following?
How well your issue/ query was dealt with
Base: All contacting an energy provider excluding don't know/ not applicable

	S2: Energy provider																				Don't know/ can't recall								
	Total	Octopus Energy	British Gas	E.ON/EN Nxt	OVO Energy	EDF Energy	Scottish Power	Utility Warehouse	Utilita	So Energy	Sainsbury's Energy	Shell Energy	Outfox The Market	eEnergy	Ecotricity	Rebel Energy	Good Energy	Fuse Energy	Insight Energy	SSE		National Grid	Highland Fuels	Home Energy	Split the Bills	UK Networks	100 Green	Other	
Unweighted base	2323	627	492	333	213	210	210	100	53	18	9	9	9	5	5	2	2	2	2	2	1	1	1	1	1	1	1	1	15
Weighted base	2323	627	492	333	213	210	210	100	53	18	9	9	9	5	5	2	2	2	2	2	1	1	1	1	1	1	1	15	
Very satisfied (5)	865	285	148	132	78	74	50	41	22	6	6	2	6	2	3	-	1	1	-	1	-	1	-	-	1	1	1	4	26.67%
Fairly satisfied (4)	755	190	174	108	66	71	76	25	18	6	3	3	-	1	2	1	1	-	-	-	-	-	1	-	-	-	-	9	60.00%
Neither satisfied nor dissatisfied (3)	276	55	65	44	35	20	34	9	2	4	-	3	1	1	-	-	-	-	1	1	-	-	-	-	-	-	-	1	6.67%
Fairly dissatisfied (2)	223	54	51	26	22	21	23	15	3	2	-	1	2	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1	6.67%
Very dissatisfied (1)	204	43	54	23	12	24	27	10	8	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
NET: SATISFIED	1620	475	322	240	144	145	126	66	40	12	9	5	6	3	4	2	2	1	-	1	-	1	-	1	1	1	1	13	86.67%
NET: DISSATISFIED	427	97	105	49	34	45	50	25	11	2	-	1	2	1	-	-	1	1	-	1	1	-	1	-	-	-	-	1	6.67%
Mean	3.80	3.99	3.63	3.90	3.83	3.71	3.47	3.72	3.81	3.89	4.67	3.67	4.11	3.60	4.20	4.00	4.50	3.00	2.00	4.00	2.00	5.00	2.00	4.00	5.00	5.00	4.07		
Standard deviation	1.27	1.23	1.31	1.21	1.19	1.34	1.31	1.39	1.43	1.02	0.50	1.00	1.36	1.67	1.30	0.00	0.71	2.83	1.41	1.41	1.41	-	-	-	-	-	-	0.80	
Standard error	0.03	0.05	0.06	0.07	0.08	0.09	0.09	0.14	0.20	0.24	0.17	0.33	0.45	0.75	0.58	0.00	0.50	2.00	1.00	1.00	-	-	-	-	-	-	-	0.21	

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Table 8
Q13. Thinking about all the times that you have contacted your energy provider in the last 12 months... To what extent were you satisfied or dissatisfied with each of the following?
How well my issue/query was resolved
Base: All contacting an energy provider excluding don't know/ not applicable

	S2: Energy provider																				Don't know/ can't recall							
	Total	Octopus Energy	British Gas	E.ON/EN Nxt	Scottish Power	OVO Energy	EDF Energy	Utility Warehouse	Utilita	So Energy	Sainsbury's Energy	Shell Energy	Outfox The Market	eEnergy	Ecotricity	Rebel Energy	Good Energy	Fuse Energy	Insight Energy	SSE		National Grid	Highland Fuels	Home Energy	Split the Bills	UK Networks	100 Green	Other
Unweighted base	2306	618	488	332	212	211	208	99	53	18	9	9	9	5	5	2	2	2	2	2	1	1	1	1	1	1	-	15
Weighted base	2306	618	488	332	212	211	208	99	53	18	9	9	9	5	5	2	2	2	2	2	1	1	1	1	1	1	-	15
Very satisfied (5)	880	288	156	133	55	78	75	41	20	6	6	2	6	2	2	-	1	1	-	1	-	1	-	-	1	1	-	4
	38.16%	46.60%	31.97%	40.06%	25.94%	36.97%	36.06%	41.41%	37.74%	33.33%	66.67%	22.22%	66.67%	40.00%	40.00%	-	50.00%	50.00%	-	50.00%	-	100.00%	-	-	100.00%	100.00%	-	26.67%
Fairly satisfied (4)	724	183	164	99	71	66	67	27	19	5	3	4	-	1	1	2	1	-	-	1	-	-	1	-	-	-	9	
	31.40%	29.61%	33.61%	29.82%	33.49%	31.28%	32.21%	27.27%	35.85%	27.78%	33.33%	44.44%	-	20.00%	20.00%	100.00%	50.00%	-	-	50.00%	-	-	-	-	100.00%	-	-	60.00%
Neither satisfied nor dissatisfied (3)	306	59	66	51	42	38	26	10	2	6	-	2	-	1	1	-	-	-	1	-	-	-	-	-	-	-	1	
	13.27%	9.55%	13.52%	15.36%	19.81%	18.01%	12.50%	10.10%	3.77%	33.33%	-	22.22%	-	20.00%	20.00%	-	-	-	50.00%	-	-	-	-	-	-	-	-	6.67%
Fairly dissatisfied (2)	196	45	52	25	16	18	18	14	2	1	-	1	-	1	-	-	-	-	-	-	1	-	-	-	-	-	1	
	8.50%	7.28%	10.66%	7.53%	7.55%	8.53%	8.65%	14.14%	3.77%	5.56%	-	11.11%	11.11%	-	-	-	-	-	-	-	100.00%	-	-	-	-	-	-	6.67%
Very dissatisfied (1)	200	43	50	24	28	11	22	7	10	-	-	-	2	1	-	-	-	1	1	-	-	-	1	-	-	-	-	
	8.67%	6.96%	10.25%	7.23%	13.21%	5.21%	10.58%	7.07%	18.87%	-	-	-	22.22%	20.00%	-	-	-	50.00%	50.00%	-	-	-	100.00%	-	-	-	-	-
NET: SATISFIED	1604	471	320	232	126	144	142	68	39	11	9	6	6	3	3	2	2	1	-	2	-	1	1	1	1	1	13	
	69.56%	76.21%	65.57%	69.88%	59.43%	68.25%	68.27%	68.69%	73.58%	61.11%	100.00%	66.67%	66.67%	60.00%	60.00%	100.00%	100.00%	50.00%	-	100.00%	-	100.00%	-	100.00%	100.00%	100.00%	-	86.67%
NET: DISSATISFIED	396	88	102	49	44	29	40	21	12	1	-	1	3	1	1	-	-	1	1	-	1	-	1	-	-	-	1	
	17.17%	14.24%	20.90%	14.76%	20.75%	13.74%	19.23%	21.21%	22.64%	5.56%	-	11.11%	33.33%	20.00%	20.00%	-	-	50.00%	50.00%	-	100.00%	-	100.00%	-	-	-	-	6.67%
Mean	3.82	4.02	3.66	3.88	3.51	3.86	3.75	3.82	3.70	3.89	4.67	3.78	3.78	3.60	3.80	4.00	4.50	3.00	2.00	4.50	2.00	5.00	1.00	4.00	5.00	5.00	4.07	
Standard deviation	1.27	1.22	1.30	1.22	1.31	1.16	1.31	1.30	1.49	0.96	0.50	0.97	1.86	1.67	1.30	0.00	0.71	2.83	1.41	0.71	-	-	-	-	-	-	0.80	
Standard error	0.03	0.05	0.06	0.07	0.09	0.08	0.09	0.13	0.20	0.23	0.17	0.32	0.62	0.75	0.58	0.00	0.50	2.00	1.00	0.50	-	-	-	-	-	-	0.21	

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Table 9
Q13. Thinking about all the times that you have contacted your energy provider in the last 12 months... To what extent were you satisfied or dissatisfied with each of the following?
Overall customer service
Base: All contacting an energy provider excluding don't know/ not applicable

	S2 Energy provider																				Don't know/ can't recall								
	Total	Octopus Energy	British Gas	E.ON/EN-Nat	EDF Energy	Scottish Power	OVO Energy	Utility Warehouse	Utilita	So Energy	Outfox The Market	Shell Energy	Sainsbury's Energy	eEnergy	Ecotricity	Good Energy	Fuse Energy	Inight Energy	Rebel Energy	SSE		National Grid	Highland Fuels	Home Energy	Split the Bills	UK Networks	100 Green	Other	
Unweighted base	2340	630	489	335	215	215	213	102	54	18	10	9	9	5	5	3	2	2	2	2	1	1	1	1	1	1	1	1	15
Weighted base	2340	630	489	335	215	215	213	102	54	18	10	9	9	5	5	3	2	2	2	2	1	1	1	1	1	1	1	15	
Very satisfied (5)	843	282	148	126	78	55	63	38	19	7	6	2	6	2	2	1	1	-	-	1	-	-	-	-	1	1	1	1	20.00%
Fairly satisfied (4)	751	192	164	111	62	69	77	33	20	5	1	2	2	1	2	2	-	-	2	1	-	-	-	-	-	-	-	-	5
Neither satisfied nor dissatisfied (3)	356	81	75	50	39	41	35	12	4	4	1	4	1	1	-	-	-	1	-	-	1	-	-	1	-	-	-	-	5
Fairly dissatisfied (2)	234	43	60	34	23	23	25	15	6	2	2	-	-	-	-	-	-	-	-	-	100.00%	-	-	-	-	-	-	-	33.33%
Very dissatisfied (1)	156	32	42	14	13	27	13	4	5	-	-	-	-	1	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1
NET: SATISFIED	1594	474	312	237	140	124	140	71	39	12	7	4	8	3	4	3	1	-	2	2	-	1	-	-	1	1	1	8	
NET: DISSATISFIED	390	75	102	48	36	50	38	19	11	2	2	1	-	1	-	1	1	-	-	-	-	1	-	-	-	-	-	2	
Mean	3.81	4.03	3.65	3.90	3.79	3.47	3.71	3.84	3.78	3.94	4.10	3.44	4.56	3.60	3.80	4.33	3.00	2.00	4.00	4.50	3.00	5.00	2.00	3.00	5.00	5.00	5.00	3.53	
Standard deviation	1.21	1.14	1.26	1.14	1.22	1.32	1.18	1.19	1.30	1.06	1.29	1.24	0.73	1.67	1.64	0.58	2.83	1.41	0.00	0.71	-	-	-	-	-	-	-	-	1.13
Standard error	0.03	0.05	0.06	0.06	0.08	0.09	0.08	0.12	0.18	0.25	0.41	0.41	0.24	0.75	0.73	0.33	2.00	1.00	0.00	0.50	-	-	-	-	-	-	-	-	0.29

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Table 10
Q14. Generally thinking about all the times that you contacted your energy provider in the last 12 months... Which, if any, of the following problems did you experience with their customer service?
Base: All contacting an energy provider

	S2 Energy provider																				Don't know/can't recall								
	Total	Octopus Energy	British Gas	E.ON Energy Next	OVO Energy	EDF Energy	Scottish Power	Utility Warehouse	Utilita	So Energy	Shell Energy	Outfox The Market	Sainsbury's Energy	eEnergy	Ecotricity	Good Energy	Fuse Energy	Ineigh Energy	Rebel Energy	SSE		National Grid	Highland Fuels	Home Energy	Split the Bills	UK Networks	100 Green	Other	
Unweighted base	2362	632	494	336	219	219	217	102	54	18	10	10	9	5	5	3	2	2	2	2	1	1	1	1	1	1	1	1	16
Weighted base	2362	632	494	336	219	219	217	102	54	18	10	10	9	5	5	3	2	2	2	2	1	1	1	1	1	1	1	16	
Not applicable - I didn't experience any problems with their customer service	1300	433	231	181	112	116	89	55	25	13	5	6	9	3	2	2	1	2	2	1	1	1	1	1	1	1	1	10	
	55.04%	68.51%	46.76%	53.87%	51.14%	52.97%	41.01%	53.92%	46.30%	72.22%	50.00%	60.00%	100.00%	60.00%	40.00%	66.67%	50.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	62.50%	
I couldn't reach customer services despite continuous attempts	138	17	44	16	14	10	22	2	6	-	1	-	-	-	1	-	1	1	-	-	-	-	-	-	-	-	-	-	3
	5.84%	2.69%	8.91%	4.76%	6.39%	4.57%	10.14%	1.96%	11.11%	-	10.00%	-	-	-	20.00%	-	50.00%	50.00%	-	-	-	-	-	-	-	-	-	-	18.75%
I waited a long time on the phone before speaking to an advisor	389	35	113	61	45	40	54	18	15	3	-	1	-	-	2	-	-	1	-	-	-	-	1	-	-	-	-	-	1
	16.47%	5.54%	22.87%	18.15%	20.55%	18.26%	24.88%	17.65%	27.78%	16.67%	-	10.00%	-	-	40.00%	-	-	50.00%	-	-	-	-	100.00%	-	-	-	-	-	6.25%
My call disconnected after being in a long waiting queue	153	11	43	19	20	17	25	6	8	1	1	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
	6.48%	1.74%	8.70%	5.65%	9.13%	7.76%	11.52%	5.88%	14.81%	5.56%	10.00%	-	-	-	-	-	50.00%	50.00%	-	-	-	-	-	-	-	-	-	-	-
There were long delays in receiving a response to my email	246	81	39	33	21	21	26	10	6	2	-	-	-	1	2	1	1	1	-	-	-	-	-	-	-	-	-	-	1
	10.41%	12.82%	7.89%	9.82%	9.59%	9.59%	11.98%	9.80%	11.11%	11.11%	-	-	-	20.00%	40.00%	33.33%	50.00%	50.00%	-	-	-	-	-	-	-	-	-	-	6.25%
I didn't receive a response from the provider to my email	109	24	23	12	11	8	20	2	6	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	2
	4.61%	3.80%	4.66%	3.57%	5.02%	3.65%	9.22%	1.96%	11.11%	-	-	-	-	-	-	-	-	50.00%	-	-	-	-	-	-	-	-	-	-	12.50%
I was passed between departments without receiving a helpful response	249	36	72	31	27	32	25	10	10	1	-	-	-	-	-	-	1	2	-	1	-	-	-	-	-	-	-	-	1
	10.54%	5.70%	14.57%	9.23%	12.33%	14.61%	11.52%	9.80%	18.52%	5.56%	-	-	-	-	-	-	50.00%	100.00%	-	50.00%	-	-	-	-	-	-	-	-	6.25%
I spoke to unhelpful or dismissive advisors	234	33	61	30	24	29	29	12	8	1	2	-	-	-	-	-	1	1	-	1	-	-	-	-	-	-	-	-	2
	9.91%	5.22%	12.35%	8.93%	10.96%	13.24%	13.36%	11.76%	14.81%	5.56%	20.00%	-	-	-	-	-	50.00%	50.00%	-	50.00%	-	-	-	-	-	-	-	-	12.50%
I wasn't given good advice or support from the advisor	249	39	63	40	25	26	31	10	8	2	-	-	-	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	1
	10.54%	6.17%	12.75%	11.90%	11.42%	11.87%	14.29%	9.80%	14.81%	11.11%	-	-	-	10.00%	-	-	50.00%	50.00%	-	-	-	-	-	-	-	-	-	-	6.25%
I was given false promises by the team	220	40	51	26	17	26	36	13	6	-	1	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	2
	9.31%	6.33%	10.32%	7.74%	7.76%	11.87%	16.59%	12.75%	11.11%	-	10.00%	-	-	-	-	-	50.00%	50.00%	-	-	-	-	-	-	-	-	-	-	12.50%
I felt stressed/frustrated because of the lack of response or resolution	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Table 10
Q14. Generally thinking about all the times that you contacted your energy provider in the last 12 months... Which, if any, of the following problems did you experience with their customer service?
Base: All contacting an energy provider

	S2_Energy provider																												
	Total	Octopus Energy	British Gas	E.ON Energy Next	OVO Energy	EDF Energy	Scottish Power	Utility Warehouse	Utilita	So Energy	Shell Energy	Outfox The Market	Sainsbury's Energy	eEnergy	Ecotricity	Good Energy	Fuse Energy	Insight Energy	Rebel Energy	SSE	National Grid	Highland Fuels	Home Energy	Split the Bills	UK Networks	100 Green	Other	Don't know/can't recall	
Weighted base	2362	632	494	336	219	219	217	102	54	18	10	10	9	5	5	3	2	2	2	2	1	1	1	1	1	1	1	-	16
Other	92	30	19	9	11	9	5	4	-	-	-	3	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
	3.90%	4.75%	3.85%	2.68%	5.02%	4.11%	2.30%	3.92%	-	-	30.00%	-	-	20.00%	-	-	-	-	-	-	-	-	100.00%	-	-	-	-	-	6.25%
Don't know/ Can't remember	63	7	15	12	6	7	9	2	-	1	2	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1
	2.67%	1.11%	3.04%	3.57%	2.74%	3.20%	4.15%	1.96%	-	5.56%	20.00%	-	-	-	-	-	-	-	-	50.00%	-	-	-	-	-	-	-	-	6.25%
NET: At least one problem, including other	999	192	248	143	101	96	119	45	29	4	3	4	-	2	3	1	1	2	-	1	-	-	1	-	-	-	-	5	
	42.29%	30.38%	50.20%	42.56%	46.12%	43.84%	54.84%	44.12%	53.70%	22.22%	30.00%	40.00%	-	40.00%	60.00%	33.33%	50.00%	100.00%	-	50.00%	-	-	100.00%	-	-	-	-	-	31.25%
NET: At least one problem, excluding other	935	172	235	138	93	89	114	43	29	4	3	2	-	1	3	1	1	2	-	1	-	-	1	-	-	-	-	4	
	39.59%	27.22%	47.57%	41.07%	42.47%	40.64%	52.53%	42.16%	53.70%	22.22%	30.00%	20.00%	-	20.00%	60.00%	33.33%	50.00%	100.00%	-	50.00%	-	-	100.00%	-	-	-	-	-	25.00%
NET: At least one problem, excluding other, excluding stress/trustated	999	192	248	143	101	96	119	45	29	4	3	4	-	2	3	1	1	2	-	1	-	-	1	-	-	-	-	5	
	42.29%	30.38%	50.20%	42.56%	46.12%	43.84%	54.84%	44.12%	53.70%	22.22%	30.00%	40.00%	-	40.00%	60.00%	33.33%	50.00%	100.00%	-	50.00%	-	-	100.00%	-	-	-	-	-	31.25%

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolutes/col percents

Table 11
Q22. Thinking about all the times that you have contacted your broadband provider in the last 12 months... To what extent were you satisfied or dissatisfied with each of the following?
How easy it was to find contact information (e.g. phone number, email address, live chat etc.)
Base: All contacting a broadband provider excluding don't know/ not applicable

	S3. Broadband provider																												Don't know/ can't recall							
	Total	Virgin Media	BT	Sky	TalkTalk	Vodafone	Plusnet	EE	Now Broadband	Zen Internet	Shell Broadband	Utility Warehouse	Three	Community Fibre	Hyperopti c	Kcom	seetheig ht	Qwestream	Tesco	Origin	Gigaclear	Optic Fibre	Fibrus	IDNet	Jurassic Fibre	Smarty	Talkmobil e	Brsk	Lebara	Glid e	Voneus	YouFibre	Other answers	Other		
Unweighted base	2542	508	413	391	219	213	211	204	106	83	26	21	16	13	11	9	6	4	4	4	4	2	2	2	2	2	2	2	2	2	2	2	2	47	-	7
Weighted base	2542	508	413	391	219	213	211	204	106	83	26	21	16	13	11	9	6	4	4	4	4	2	2	2	2	2	2	2	2	2	2	2	2	47	-	7
Very satisfied (5)	848	131	155	121	67	64	100	83	33	25	4	13	6	4	4	3	3	-	1	3	2	1	1	2	-	-	1	2	1	2	2	2	21	-	2	
	33.36%	25.73%	37.53%	30.85%	26.03%	30.05%	47.39%	40.65%	31.13%	30.12%	15.38%	61.90%	37.50%	30.77%	36.36%	44.44%	50.00%	-	25.00%	75.00%	50.00%	50.00%	100.00%	-	-	-	50.00%	100.00%	50.00%	100.00%	100.00%	44.68%	-	28.57%		
Fairly satisfied (4)	1066	198	165	156	82	88	81	76	43	45	18	5	5	5	3	4	1	2	2	1	2	-	1	-	1	1	-	-	1	-	-	-	-	17	-	3
	39.58%	38.98%	39.95%	39.50%	37.44%	41.31%	38.39%	37.25%	40.57%	54.22%	69.23%	23.81%	31.25%	38.46%	27.27%	44.44%	16.67%	50.00%	50.00%	25.00%	50.00%	-	50.00%	-	50.00%	-	50.00%	-	50.00%	-	50.00%	-	-	36.17%	-	42.86%
Neither satisfied nor dissatisfied (3)	302	69	46	44	33	29	16	27	10	6	2	1	1	2	3	-	1	-	1	-	-	1	-	-	1	-	1	-	-	-	-	-	-	5	-	2
	11.88%	13.58%	11.14%	11.25%	15.07%	13.62%	7.58%	13.24%	9.43%	7.23%	7.69%	4.76%	6.25%	15.38%	27.27%	-	16.67%	-	25.00%	-	-	-	-	-	50.00%	-	50.00%	-	50.00%	-	-	-	-	10.64%	-	28.57%
Fairly dissatisfied (2)	279	79	29	50	32	24	12	13	18	7	2	2	2	3	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	3	-	-
	10.96%	15.55%	7.02%	12.79%	14.61%	11.27%	5.69%	6.37%	16.96%	8.43%	7.69%	9.52%	18.75%	7.69%	9.09%	11.11%	-	25.00%	-	-	-	-	-	-	-	-	50.00%	-	-	-	-	-	-	6.38%	-	-
Very dissatisfied (1)	107	31	18	20	15	8	2	5	2	-	-	-	-	1	1	-	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-
	4.21%	6.10%	4.36%	5.12%	6.85%	3.78%	0.95%	2.45%	1.89%	-	-	-	-	6.25%	7.69%	-	16.67%	25.00%	-	-	-	-	-	-	-	50.00%	-	-	-	-	-	-	-	2.13%	-	-
NET: SATISFIED	1854	329	320	277	139	152	181	159	76	70	22	18	11	9	7	8	4	2	3	4	4	1	2	2	1	1	-	1	2	2	2	2	38	-	5	
	72.93%	64.76%	77.48%	70.84%	63.47%	71.36%	85.78%	77.94%	71.70%	84.34%	84.62%	85.71%	68.75%	69.23%	63.64%	88.89%	66.67%	50.00%	75.00%	100.00%	100.00%	50.00%	100.00%	100.00%	50.00%	50.00%	-	50.00%	50.00%	50.00%	100.00%	100.00%	80.85%	-	71.43%	
NET: DISSATISFIED	386	110	47	70	47	32	14	18	20	7	2	2	4	2	1	1	1	2	-	-	-	-	-	-	-	1	1	-	-	-	-	-	4	-	-	
	15.18%	21.65%	11.38%	17.90%	21.46%	15.02%	6.64%	8.82%	18.87%	8.43%	7.69%	9.52%	25.00%	15.38%	9.09%	11.11%	16.67%	50.00%	-	-	-	-	-	-	-	50.00%	50.00%	-	-	-	-	-	8.51%	-	-	
Mean	3.87	3.63	3.99	3.79	3.61	3.83	4.26	4.07	3.82	4.06	3.92	4.38	3.75	3.77	3.91	4.22	3.83	2.75	4.00	4.75	4.50	4.00	4.50	5.00	3.50	2.50	2.50	4.00	5.00	4.50	5.00	5.00	4.15	-	4.00	
Standard deviation	1.12	1.20	1.08	1.16	1.21	1.10	0.89	1.01	1.11	0.85	0.74	0.97	1.34	1.24	1.04	0.97	1.60	1.50	0.82	0.50	0.58	1.41	0.71	0.00	0.71	2.12	0.71	1.41	1.41	0.00	0.71	0.00	1.00	-	0.82	
Standard error	0.02	0.05	0.05	0.06	0.08	0.08	0.06	0.07	0.11	0.09	0.15	0.21	0.34	0.34	0.31	0.32	0.65	0.75	0.41	0.25	0.29	1.00	0.50	0.00	0.50	1.50	0.50	1.00	0.00	0.50	0.00	0.00	0.15	-	0.31	

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolutes/col percents

Table 12
Q22. Thinking about all the times that you have contacted your broadband provider in the last 12 months... To what extent were you satisfied or dissatisfied with each of the following?
The variety of contact options provided
Base: All contacting a broadband provider excluding don't know/ not applicable

	S3. Broadband provider																												Don't know/ can't recall								
	Total	Virgin Media	BT	Sky	TalkTalk	Vodafone	Plusnet	EE	Now Broadband	Zen Internet	Shell Broadband	Utility Warehouse	Three	Community Fibre	Hyperopti c	Kcom	seethelg ht	Qonestream	Tesco	Origin	Gigaclear	Fibris	Jurassic Fibre	Brak	Smarty	Taknobil e	Lebara	Glide	Optic Fibre	Vonux	YouFibre	IDNet	Other answers	Other			
Unweighted base	2509	502	407	387	216	210	205	204	106	83	25	20	16	13	11	9	6	4	4	4	4	2	2	2	2	2	2	2	2	2	2	1	45	-	7		
Weighted base	2509	502	407	387	216	210	205	204	106	83	25	20	16	13	11	9	6	4	4	4	4	2	2	2	2	2	2	2	2	2	1	45	-	7			
Very satisfied	(5) 27.58%	17.93%	31.94%	26.68%	19.91%	28.57%	39.02%	34.31%	22.64%	33.73%	16.00%	55.00%	31.25%	15.38%	19.91%	22.22%	16.67%	-	-	50.00%	25.00%	-	-	1	-	-	100.00%	-	50.00%	-	100.00%	40.00%	-	18	-	28.57%	
Fairly satisfied	(4) 38.06%	39.04%	38.33%	37.47%	37.96%	41.90%	39.51%	39.71%	30.19%	24.10%	56.00%	20.00%	31.25%	53.85%	36.36%	44.44%	50.00%	50.00%	75.00%	25.00%	50.00%	50.00%	50.00%	-	50.00%	-	-	50.00%	-	100.00%	-	2	-	17	-	28.57%	
Neither satisfied nor dissatisfied	(3) 19.01%	21.12%	16.71%	18.86%	21.30%	15.24%	16.10%	17.16%	22.64%	36.14%	16.00%	5.00%	18.75%	-	45.45%	11.11%	16.67%	-	25.00%	25.00%	-	-	50.00%	50.00%	-	-	50.00%	50.00%	-	-	-	-	11.11%	-	5	-	42.86%
Fairly dissatisfied	(2) 11.52%	15.14%	10.07%	11.37%	15.74%	10.95%	4.88%	6.37%	21.70%	3.61%	8.00%	20.00%	12.50%	23.08%	-	22.22%	-	25.00%	-	-	3.61%	-	-	-	1	-	50.00%	50.00%	-	-	-	-	-	-	8.89%	-	-
Very dissatisfied	(1) 3.83%	6.77%	2.95%	3.62%	5.09%	3.33%	0.49%	2.45%	2.83%	2.41%	4.00%	-	6.25%	-	7.69%	-	16.67%	25.00%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2.22%	-	-
NET: SATISFIED	65.64%	56.97%	70.27%	66.15%	57.87%	70.48%	78.54%	74.02%	52.83%	57.83%	72.00%	75.00%	62.50%	69.23%	54.55%	66.67%	66.67%	50.00%	75.00%	75.00%	75.00%	50.00%	50.00%	50.00%	50.00%	100.00%	50.00%	50.00%	100.00%	100.00%	100.00%	77.78%	-	35	-	57.14%	
NET: DISSATISFIED	15.34%	21.91%	13.02%	14.99%	20.83%	14.29%	5.37%	8.82%	24.53%	6.02%	12.00%	20.00%	18.75%	30.77%	-	22.22%	16.67%	50.00%	-	-	25.00%	50.00%	-	-	50.00%	-	50.00%	50.00%	-	-	-	-	11.11%	-	5	-	-
Mean	3.74	3.46	3.86	3.76	3.52	3.81	4.12	3.97	3.48	3.83	3.72	4.10	3.69	3.46	3.73	3.67	3.50	2.75	3.75	4.25	3.75	2.50	3.50	4.00	3.00	2.50	5.00	3.00	4.00	4.00	5.00	4.04	-	3.86	-	-	
Standard deviation	1.10	1.15	1.07	1.10	1.13	1.07	0.88	1.00	1.15	1.02	0.98	1.21	1.25	1.27	0.79	1.12	1.38	1.50	0.50	0.96	1.26	2.12	0.71	1.41	1.41	0.71	0.00	1.41	1.41	1.41	0.00	-	1.04	-	0.90	-	
Standard error	0.02	0.05	0.05	0.06	0.08	0.07	0.06	0.07	0.11	0.11	0.20	0.27	0.31	0.35	0.24	0.37	0.56	0.75	0.25	0.48	0.63	1.50	0.50	1.00	1.00	0.50	0.00	1.00	1.00	1.00	0.00	-	0.16	-	0.34	-	

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolutes/col percents

Table 13
Q22. Thinking about all the times that you have contacted your broadband provider in the last 12 months... To what extent were you satisfied or dissatisfied with each of the following?
How long it took to get in touch with a person that could help
Base: All contacting a broadband provider excluding don't know/ not applicable

	S3. Broadband provider																												Don't know/ can't recall								
	Total	Virgin Media	BT	Sky	TalkTalk	Vodafone	Plusnet	EE	Now Broadband	Zen Internet	Shell Broadband	Utility Warehouse	Three	Community Fibre	Hyperopti c	Kcom	seetheig ht	Qwestnet	Tesco	Origin	Gigaclear	Optic Fibre	Fibrus	IDNet	Jurassic Fibre	Smarty	Talkmobil e	Brsk	Lebara	Glid e	Voneus	YouFibre	Other answers	Other			
Unweighted base	2528	503	410	389	218	213	207	204	106	81	26	21	19	13	11	9	6	4	4	4	4	2	2	2	2	2	2	2	2	2	2	2	2	47	-	7	
Weighted base	2528	503	410	389	218	213	207	204	106	81	26	21	19	13	11	9	6	4	4	4	4	2	2	2	2	2	2	2	2	2	2	2	47	-	7		
Very satisfied (5)	673	71	109	101	39	64	86	81	25	29	5	10	8	5	2	2	3	-	-	2	3	1	1	2	-	-	-	-	-	-	-	1	2	18	-	2	
	26.62%	14.12%	26.59%	25.96%	17.89%	30.05%	41.55%	39.71%	23.58%	35.80%	19.23%	47.82%	42.11%	38.46%	18.18%	22.22%	50.00%	-	-	50.00%	75.00%	50.00%	100.00%	-	-	-	-	-	-	-	-	50.00%	100.00%	38.30%	-	28.57%	
Fairly satisfied (4)	944	181	164	160	84	65	80	66	43	28	11	5	5	4	5	4	2	4	3	2	-	1	-	-	-	1	1	-	2	2	1	-	-	17	-	3	
	37.34%	35.98%	40.00%	41.13%	38.53%	30.52%	38.65%	32.35%	40.57%	34.57%	42.31%	23.81%	26.32%	30.77%	45.45%	44.44%	33.33%	100.00%	75.00%	50.00%	-	50.00%	-	-	-	50.00%	50.00%	-	100.00%	100.00%	50.00%	-	-	36.17%	-	42.86%	
Neither satisfied nor dissatisfied (3)	372	92	55	55	41	33	20	30	12	14	4	2	1	2	1	1	-	-	1	-	-	-	-	-	1	-	-	1	-	-	-	-	-	5	-	1	
	14.72%	18.29%	13.41%	14.14%	18.81%	15.49%	9.66%	14.71%	11.32%	17.28%	15.38%	9.52%	5.26%	15.38%	9.09%	11.11%	-	-	25.00%	-	-	-	-	-	50.00%	11.11%	-	-	50.00%	-	-	-	-	-	10.64%	-	14.29%
Fairly dissatisfied (2)	352	92	62	46	24	37	15	21	21	9	6	4	2	1	2	1	-	-	-	-	1	-	-	-	1	-	-	1	-	-	-	-	-	5	-	1	
	13.92%	18.29%	15.12%	11.83%	11.01%	17.37%	7.25%	10.29%	19.81%	11.11%	23.08%	19.05%	10.53%	7.69%	18.18%	11.11%	-	-	-	-	25.00%	-	-	-	50.00%	-	50.00%	-	-	-	-	-	-	-	10.64%	-	14.29%
Very dissatisfied (1)	187	67	20	27	30	14	6	6	5	1	-	-	3	1	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	2	-	-	
	7.40%	13.32%	4.88%	6.94%	13.76%	6.57%	2.90%	2.94%	4.72%	1.23%	-	-	15.79%	7.69%	9.09%	11.11%	16.67%	-	-	-	-	-	50.00%	-	-	50.00%	-	-	-	-	-	-	-	-	4.29%	-	-
NET: SATISFIED	1617	252	273	261	123	129	166	147	68	57	16	15	13	9	7	6	5	4	3	4	3	2	1	2	-	1	1	1	2	2	2	2	35	-	5		
	63.96%	50.10%	66.59%	67.10%	56.42%	60.56%	80.19%	72.06%	64.15%	70.37%	61.54%	71.43%	68.42%	69.23%	63.64%	66.67%	83.33%	100.00%	75.00%	100.00%	75.00%	100.00%	50.00%	100.00%	-	50.00%	50.00%	50.00%	100.00%	100.00%	100.00%	100.00%	74.47%	-	71.43%		
NET: DISSATISFIED	539	159	82	73	54	51	21	27	26	10	6	4	5	2	3	2	1	-	-	-	1	-	1	-	1	1	1	-	-	-	-	-	7	-	1		
	21.32%	31.61%	20.00%	18.77%	24.77%	23.94%	10.14%	13.24%	24.53%	12.35%	23.08%	19.05%	26.32%	15.38%	27.27%	22.22%	16.67%	-	-	-	25.00%	-	50.00%	-	50.00%	50.00%	50.00%	-	-	-	-	-	-	14.89%	-	14.29%	
Mean	3.62	3.19	3.68	3.67	3.36	3.60	4.09	3.96	3.58	3.93	3.58	4.00	3.68	3.85	3.45	3.56	4.00	4.00	3.75	4.50	4.25	4.50	3.00	5.00	2.50	2.50	3.00	4.00	4.00	4.00	4.50	5.00	3.94	-	3.86		
Standard deviation	1.22	1.27	1.16	1.18	1.28	1.26	1.03	1.11	1.19	1.05	1.06	1.18	1.53	1.28	1.29	1.33	1.55	0.00	0.50	0.58	1.50	0.71	2.83	0.00	0.71	2.12	1.41	1.41	1.41	0.00	0.71	0.00	1.15	-	1.07		
Standard error	0.02	0.06	0.06	0.06	0.09	0.09	0.07	0.08	0.12	0.12	0.21	0.26	0.35	0.36	0.39	0.44	0.63	0.00	0.25	0.29	0.75	0.50	2.00	0.00	0.50	1.50	1.00	1.00	1.00	0.00	0.50	0.00	0.17	-	0.40		

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolutes/col percents

Table 14
Q22. Thinking about all the times that you have contacted your broadband provider in the last 12 months... To what extent were you satisfied or dissatisfied with each of the following?
How seriously the customer service representative took your issue/ query
Base: All contacting a broadband provider excluding don't know/ not applicable

	S3. Broadband provider																												Don't know/ can't recall							
	Total	Virgin Media	BT	Sky	TalkTalk	Vodafone	Plusnet	EE	Now Broadband	Zen Internet	Shell Broadband	Utility Warehouse	Three	Community Fibre	Hyperopti c	Kcom	seethelg ht	Qwestream	Tesco	Origin	Gigaclear	Optic Fibre	Fibrus	IDNet	Jurassic Fibre	Smarty	Talkmobil e	Brsk	Lebara	Glid e	Voneus	YouFibre	Other answers	Other		
Unweighted base	2518	501	407	385	216	212	209	204	106	82	25	21	19	14	11	9	5	4	4	4	4	2	2	2	2	2	2	2	2	2	2	2	2	47	-	7
Weighted base	2518	501	407	385	216	212	209	204	106	82	25	21	19	14	11	9	5	4	4	4	4	2	2	2	2	2	2	2	2	2	2	2	2	47	-	7
Very satisfied (5)	960	131	170	134	65	76	119	103	35	34	9	13	7	7	5	3	3	2	2	2	2	1	1	2	-	1	1	1	1	-	2	2	24	-	2	
	38.13%	26.15%	41.77%	34.81%	30.09%	35.85%	58.94%	50.49%	33.02%	41.46%	36.00%	61.90%	36.84%	50.00%	45.45%	33.33%	60.00%	50.00%	50.00%	50.00%	50.00%	50.00%	100.00%	-	50.00%	-	50.00%	50.00%	50.00%	-	100.00%	100.00%	51.05%	-	28.57%	
Fairly satisfied (4)	854	190	145	150	65	66	60	64	39	19	10	3	5	4	3	4	1	2	2	1	1	-	-	-	1	-	-	-	1	2	-	-	-	12	-	4
	33.92%	37.92%	35.63%	38.86%	30.09%	31.13%	28.71%	31.37%	36.79%	23.17%	40.00%	14.29%	26.32%	28.57%	27.27%	44.44%	20.00%	50.00%	50.00%	25.00%	25.00%	-	-	-	50.00%	-	-	-	50.00%	100.00%	-	-	-	25.53%	-	57.14%
Neither satisfied nor dissatisfied (3)	345	84	54	55	33	35	18	22	11	15	4	2	3	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	5	-	1
	13.70%	16.77%	13.27%	14.29%	15.28%	16.51%	8.61%	10.78%	10.38%	18.29%	16.00%	9.52%	15.79%	-	9.09%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10.64%	-	14.29%
Fairly dissatisfied (2)	230	59	25	29	33	26	8	12	10	2	2	2	2	1	2	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	4	-	-
	9.13%	11.78%	6.14%	7.53%	15.28%	12.26%	3.83%	5.88%	11.32%	12.20%	8.00%	9.52%	10.53%	7.14%	18.18%	11.11%	-	-	-	-	-	-	-	-	50.00%	-	50.00%	-	-	-	-	-	-	8.51%	-	-
Very dissatisfied (1)	129	37	13	17	20	9	4	3	9	4	-	1	2	-	2	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	2	-	-
	5.12%	7.39%	3.19%	4.42%	9.28%	4.29%	1.91%	1.47%	8.49%	4.88%	-	4.76%	10.53%	14.29%	11.11%	20.00%	-	-	-	-	25.00%	25.00%	-	-	-	50.00%	-	-	-	-	-	-	-	4.29%	-	-
NET: SATISFIED	1814	321	315	284	130	142	179	167	74	53	19	16	12	11	8	7	4	4	4	3	3	1	1	2	1	1	1	2	1	2	2	2	36	-	6	
	72.04%	64.07%	77.40%	73.77%	60.19%	66.98%	85.65%	81.86%	69.81%	64.63%	76.00%	76.19%	63.16%	78.57%	72.73%	77.78%	80.00%	100.00%	100.00%	75.00%	75.00%	50.00%	50.00%	100.00%	50.00%	50.00%	50.00%	100.00%	100.00%	100.00%	100.00%	100.00%	76.60%	-	85.71%	
NET: DISSATISFIED	359	96	38	46	53	35	12	15	21	14	2	3	4	3	2	2	1	-	-	1	1	-	1	-	1	1	1	-	-	-	-	-	6	-	-	
	14.26%	19.16%	9.34%	11.95%	24.54%	16.51%	5.74%	7.35%	19.81%	17.07%	8.00%	14.29%	21.05%	21.43%	18.18%	22.22%	20.00%	-	-	25.00%	25.00%	-	50.00%	-	50.00%	50.00%	50.00%	-	-	-	-	-	12.77%	-	-	
Mean	3.91	3.64	4.07	3.92	3.56	3.82	4.35	4.24	3.75	3.84	4.04	4.19	3.68	3.93	4.00	3.78	4.00	4.50	4.50	3.75	3.75	4.00	3.00	5.00	3.00	3.00	3.50	4.50	4.00	4.00	5.00	5.00	4.11	-	4.14	
Standard deviation	1.16	1.20	1.04	1.09	1.31	1.17	0.93	0.96	1.27	1.23	0.93	1.25	1.38	1.49	1.18	1.39	1.73	0.58	0.58	1.89	1.89	1.41	2.83	0.00	1.41	2.83	2.12	0.71	1.41	0.00	0.00	0.00	1.17	-	0.69	
Standard error	0.02	0.05	0.05	0.06	0.09	0.08	0.06	0.07	0.12	0.14	0.19	0.27	0.32	0.40	0.36	0.46	0.77	0.29	0.29	0.95	0.95	1.00	2.00	0.00	1.00	2.00	1.50	0.50	1.00	0.00	0.00	0.00	0.17	-	0.26	

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolutes/col percents

Table 15
Q22. Thinking about all the times that you have contacted your broadband provider in the last 12 months... To what extent were you satisfied or dissatisfied with each of the following?
How well the customer service representative kept you informed about the progress of your issue /query
Base: All contacting a broadband provider excluding don't know/ not applicable

	S3. Broadband provider																												Don't know/ can't recall								
	Total	Virgin Media	BT	Sky	TalkTalk	Vodafone	EE	Plusnet	Now Broadband	Zen Internet	Shell Broadband	Utility Warehouse	Three	Community Fibre	Hyperopti c	Kcom	seethelig ht	Gigaclear	Tesco	Origin	Onestream	Optic Fibre	Fibrus	IDNet	Jurassic Fibre	Smarty	Talkmobil e	Brsk	Lebara	Glisde	Voneus	YouFibre	Other answers	Other			
Unweighted base	2450	485	400	375	211	209	203	195	102	78	24	21	19	14	11	9	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	46	-	7	
Weighted base	2450	485	400	375	211	209	203	195	102	78	24	21	19	14	11	9	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	46	-	7	
Very satisfied	(5) 851	123	148	86	66	66	93	101	33	24	5	12	6	6	4	3	3	2	-	1	1	-	1	2	-	1	-	1	1	-	1	2	20	-	1		
	34.73%	25.38%	37.00%	33.07%	31.28%	31.58%	45.81%	51.79%	32.35%	30.77%	20.83%	57.14%	31.58%	42.86%	36.36%	33.33%	60.00%	50.00%	-	33.33%	33.33%	-	50.00%	100.00%	-	50.00%	-	50.00%	-	50.00%	100.00%	100.00%	43.48%	-	14.29%		
Fairly satisfied	(4) 833	171	145	133	58	67	60	61	42	28	10	5	5	5	3	4	1	1	4	1	2	1	-	-	-	-	1	1	1	2	1	-	16	-	4		
	34.00%	35.26%	36.25%	35.47%	27.49%	32.06%	29.56%	31.28%	41.18%	35.90%	41.67%	23.81%	26.32%	35.71%	27.27%	44.44%	20.00%	25.00%	100.00%	33.33%	66.67%	50.00%	-	-	-	-	50.00%	50.00%	50.00%	100.00%	50.00%	-	34.78%	-	57.14%		
Neither satisfied nor dissatisfied	(3) 398	101	54	61	42	34	34	18	15	17	6	2	4	2	1	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	3	-	2		
	16.24%	20.82%	13.50%	16.27%	19.91%	16.27%	16.75%	9.23%	14.71%	21.79%	25.00%	9.52%	21.05%	14.29%	9.09%	-	-	-	-	-	-	50.00%	-	-	-	-	50.00%	-	-	-	-	-	-	6.52%	-	28.57%	
Fairly dissatisfied	(2) 228	47	39	37	23	32	12	10	6	9	2	2	-	-	2	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	5	-	-	
	9.31%	9.69%	9.75%	9.87%	10.90%	15.31%	5.91%	5.13%	5.88%	11.54%	8.33%	9.52%	5.26%	-	18.18%	-	-	-	-	-	-	-	-	-	50.00%	-	-	-	-	-	-	-	-	-	10.87%	-	-
Very dissatisfied	(1) 140	43	14	20	22	10	4	5	6	-	1	-	3	1	1	2	1	1	-	1	-	-	-	1	-	1	-	-	-	-	-	-	2	-	-		
	5.71%	8.87%	3.50%	5.33%	10.43%	4.78%	1.97%	2.56%	5.88%	-	4.17%	-	15.79%	7.14%	9.09%	22.22%	20.00%	25.00%	-	33.33%	-	-	50.00%	-	50.00%	-	50.00%	-	-	-	-	-	-	4.35%	-	-	
NET: SATISFIED	1684	294	293	257	124	133	153	162	75	52	15	17	11	11	7	4	3	4	2	3	1	1	2	-	1	1	2	2	2	2	2	36	-	5			
	68.73%	60.62%	73.25%	68.53%	58.77%	63.64%	75.37%	83.08%	73.53%	66.67%	62.50%	80.95%	57.89%	78.57%	63.64%	77.78%	80.00%	75.00%	100.00%	66.67%	100.00%	50.00%	50.00%	100.00%	-	50.00%	50.00%	100.00%	100.00%	100.00%	100.00%	78.26%	-	71.43%			
NET: DISSATISFIED	368	90	53	57	45	42	16	15	12	9	3	2	4	1	3	2	1	1	-	1	-	-	1	-	2	1	-	-	-	-	-	7	-	-			
	15.02%	18.56%	13.25%	15.20%	21.33%	20.10%	7.88%	7.69%	11.76%	11.54%	12.50%	9.52%	21.05%	7.14%	27.27%	22.22%	20.00%	25.00%	-	33.33%	-	-	50.00%	-	100.00%	50.00%	-	-	-	-	-	-	15.22%	-	-		
Mean	3.83	3.59	3.93	3.81	3.58	3.70	4.11	4.25	3.88	3.86	3.67	4.29	3.53	4.07	3.64	3.67	4.00	3.75	4.00	3.33	4.33	3.50	3.00	5.00	3.00	5.00	3.50	4.50	4.50	4.00	4.50	5.00	4.02	-	3.86		
Standard deviation	1.17	1.22	1.10	1.16	1.31	1.20	1.02	1.00	1.11	0.99	1.05	1.01	1.43	1.14	1.43	1.58	1.73	1.89	0.00	2.08	0.58	0.71	2.83	0.00	0.71	2.83	0.71	0.71	0.71	0.71	0.00	1.16	-	0.69			
Standard error	0.02	0.06	0.05	0.06	0.09	0.08	0.07	0.07	0.11	0.11	0.21	0.22	0.33	0.30	0.43	0.53	0.77	0.95	0.00	1.20	0.33	0.50	2.00	0.00	0.50	2.00	0.50	0.50	0.50	0.00	0.17	-	0.26				

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolutes/col percents

Table 16
Q22. Thinking about all the times that you have contacted your broadband provider in the last 12 months... To what extent were you satisfied or dissatisfied with each of the following?
How long it took to get an answer to your issue /query
Base: All contacting a broadband provider excluding don't know/ not applicable

	S3. Broadband provider																												Don't know/ can't recall								
	Total	Virgin Media	BT	Sky	TalkTalk	Vodafone	Plusnet	EE	Now Broadband	Zen Internet	Shell Broadband	Three	Utility Warehouse	Community Fibre	Hyperopti c	Kcom	seethelg ht	Qonestream	Tesco	Origin	Gigaclear	Optic Fibre	Fibrus	IDNet	Jurassic Fibre	Smarty	Talkmobil e	Brsk	Lebara	Glid e	Voneus	YouFibre	Other answers	Other			
Unweighted base	2520	501	410	386	217	214	206	203	107	82	26	19	19	13	11	9	5	4	4	4	4	2	2	2	2	2	2	2	2	2	2	2	2	47	-	7	
Weighted base	2520	501	410	386	217	214	206	203	107	82	26	19	19	13	11	9	5	4	4	4	4	2	2	2	2	2	2	2	2	2	2	2	2	47	-	7	
Very satisfied	(5)	847	115	146	125	59	70	101	90	37	31	5	8	11	5	2	3	2	1	2	1	1	1	2	-	1	-	1	1	-	-	-	19	-	1		
		33.61%	22.95%	35.61%	32.39%	27.19%	32.71%	49.03%	44.33%	34.58%	37.80%	19.23%	42.11%	57.89%	38.46%	45.45%	22.22%	60.00%	50.00%	25.00%	50.00%	25.00%	50.00%	100.00%	-	50.00%	-	50.00%	50.00%	50.00%	100.00%	50.00%	100.00%	29.79%	-	14.29%	
Fairly satisfied	(4)	847	178	141	143	62	65	66	64	38	24	11	4	2	2	5	1	2	3	1	2	-	-	-	-	1	1	1	1	2	1	2	14	-	4		
		33.61%	35.53%	34.39%	37.05%	28.57%	30.37%	32.04%	31.53%	35.51%	29.27%	42.31%	21.05%	10.53%	46.15%	18.18%	55.56%	20.00%	50.00%	75.00%	25.00%	50.00%	-	-	-	50.00%	50.00%	50.00%	50.00%	50.00%	100.00%	50.00%	100.00%	29.79%	-	57.14%	
Neither satisfied nor dissatisfied	(3)	381	83	61	55	46	34	19	30	11	18	6	3	3	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-	8	-	2		
		15.12%	16.57%	14.88%	14.25%	21.20%	15.89%	9.22%	14.78%	10.28%	21.95%	23.08%	15.79%	15.79%	-	-	-	-	-	-	-	-	-	-	-	50.00%	-	50.00%	-	-	-	-	-	17.02%	-	28.57%	
Fairly dissatisfied	(2)	270	73	42	36	26	25	14	15	7	4	1	3	1	3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-	-	
		10.71%	14.57%	10.24%	9.33%	11.98%	11.68%	6.80%	7.39%	14.02%	8.54%	15.38%	5.26%	15.79%	7.69%	27.27%	11.11%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	8.51%	-	-
Very dissatisfied	(1)	175	52	20	27	24	20	6	4	2	-	-	-	-	-	1	1	-	-	-	1	1	-	-	2	-	-	-	-	-	-	-	-	2	-	-	
		6.94%	10.38%	4.88%	6.39%	11.06%	9.35%	2.91%	1.97%	5.61%	2.44%	-	15.79%	-	7.69%	9.09%	11.11%	20.00%	-	-	25.00%	25.00%	-	50.00%	-	100.00%	-	-	-	-	-	-	-	-	4.26%	-	-
NET: SATISFIED		1694	293	287	268	121	135	167	154	75	55	16	12	11	7	7	4	4	4	3	3	1	1	2	-	2	1	2	2	2	2	2	2	33	-	5	
		67.22%	58.48%	70.00%	69.43%	55.76%	63.08%	81.07%	75.86%	70.09%	67.07%	61.54%	63.16%	68.42%	84.62%	63.64%	77.78%	80.00%	100.00%	100.00%	75.00%	75.00%	50.00%	50.00%	100.00%	-	100.00%	50.00%	100.00%	100.00%	100.00%	100.00%	100.00%	70.21%	-	71.43%	
NET: DISSATISFIED		445	125	62	63	50	45	20	19	21	9	4	4	3	2	4	2	1	-	-	1	1	-	1	2	-	-	-	-	-	-	-	-	6	-	-	
		17.66%	24.95%	15.12%	16.32%	23.04%	21.03%	9.71%	9.36%	19.63%	10.98%	15.38%	21.05%	15.79%	15.38%	36.36%	22.22%	4.00	4.50	4.25	3.75	3.50	4.00	3.00	4.00	5.00	1.00	4.50	3.50	4.50	4.50	4.00	4.50	4.00	12.77%	-	
Mean		3.76	3.46	3.86	3.78	3.49	3.65	4.17	4.09	3.79	3.91	3.65	3.68	4.11	4.00	3.64	3.67	4.00	4.50	4.25	3.75	3.50	4.00	3.00	5.00	1.00	4.50	3.50	4.50	4.00	4.50	4.00	3.94	-	3.86		
Standard deviation		1.22	1.27	1.16	1.19	1.31	1.30	1.04	1.03	1.22	1.08	0.98	1.49	1.20	1.22	1.57	1.32	1.73	0.58	0.50	1.89	1.73	1.41	2.83	0.00	0.00	0.71	0.71	0.71	0.71	0.00	0.71	0.00	1.15	-	0.69	
Standard error		0.02	0.06	0.06	0.06	0.09	0.09	0.07	0.07	0.12	0.12	0.19	0.34	0.27	0.34	0.47	0.44	0.77	0.29	0.25	0.95	0.87	1.00	2.00	0.00	0.00	0.50	0.50	0.50	0.50	0.00	0.50	0.00	0.17	-	0.26	

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolutes/col percents

Table 17
Q22. Thinking about all the times that you have contacted your broadband provider in the last 12 months... To what extent were you satisfied or dissatisfied with each of the following?
How well your issue/ query was dealt with
Base: All contacting a broadband provider excluding don't know/ not applicable

	S3. Broadband provider																											Don't know/ can't recall								
	Total	Virgin Media	BT	Sky	TalkTalk	Vodafone	Plusnet	EE	Now Broadband	Zen Internet	Shell Broadband	Utility Warehouse	Three	Community Fibre	Hyperopti c	Kcom	seethelig ht	Qwestream	Tesco	Origin	Gigaclear	Optic Fibre	Fibrus	IDNet	Jurassic Fibre	Smarty	Talkmobil e	Brsk	Lebara	Glisde	Voneus	YouFibre	Other answers	Other		
Unweighted base	2536	505	411	388	217	215	210	205	107	81	26	20	19	13	11	9	6	4	4	4	4	2	2	2	2	2	2	2	2	2	2	2	2	47	-	8
Weighted base	2536	505	411	388	217	215	210	205	107	81	26	20	19	13	11	9	6	4	4	4	4	2	2	2	2	2	2	2	2	2	2	2	47	-	8	
Very satisfied	(5) 941	128	163	134	70	82	115	96	47	27	7	11	6	5	4	3	3	-	3	2	1	1	2	-	1	-	1	1	1	-	1	2	17	-	3	
	37.11%	25.35%	39.66%	34.54%	32.26%	38.14%	54.76%	46.93%	43.93%	33.33%	26.92%	55.00%	31.58%	38.46%	45.45%	44.44%	50.00%	75.00%	-	75.00%	50.00%	50.00%	100.00%	-	50.00%	-	50.00%	50.00%	50.00%	50.00%	100.00%	100.00%	36.17%	-	37.50%	
Fairly satisfied	(4) 816	178	136	138	63	61	61	61	29	25	9	4	6	4	2	3	1	1	4	-	1	-	-	-	-	1	1	1	2	1	-	20	-	3		
	32.18%	35.25%	33.09%	35.57%	29.03%	28.37%	29.05%	29.76%	27.10%	30.86%	34.62%	20.00%	31.58%	30.77%	18.18%	33.33%	16.67%	25.00%	100.00%	-	25.00%	-	-	-	-	50.00%	50.00%	50.00%	100.00%	50.00%	-	42.55%	-	37.50%		
Neither satisfied nor dissatisfied	(3) 343	84	47	53	37	30	18	25	9	19	5	1	4	-	2	-	1	-	-	-	-	1	-	-	-	-	-	-	1	-	-	5	-	1		
	13.53%	16.63%	11.44%	13.66%	17.05%	13.95%	8.57%	12.20%	8.41%	23.46%	19.23%	5.00%	21.05%	-	18.18%	-	16.67%	-	-	-	-	-	-	-	-	-	-	50.00%	-	-	-	10.64%	-	12.50%		
Fairly dissatisfied	(2) 254	65	48	38	23	20	8	15	13	6	4	4	2	2	1	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	2	-	1		
	10.02%	12.87%	11.68%	9.79%	10.60%	9.30%	3.81%	7.32%	12.15%	7.41%	15.38%	20.00%	10.53%	15.38%	9.09%	-	-	-	-	-	-	-	-	-	50.00%	-	50.00%	-	-	-	-	-	4.26%	-	12.50%	
Very dissatisfied	(1) 182	50	17	25	24	22	8	9	4	1	-	1	2	1	2	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	3	-	-		
	7.18%	9.90%	4.14%	6.44%	11.06%	10.23%	3.81%	3.90%	8.41%	4.94%	3.85%	-	5.26%	15.38%	9.09%	22.22%	16.67%	-	-	-	25.00%	25.00%	-	50.00%	-	50.00%	-	-	-	-	-	6.38%	-	-		
NET: SATISFIED	1757	306	299	272	133	143	176	157	76	52	16	15	12	9	7	4	4	4	4	3	3	1	1	2	-	2	1	2	1	2	2	2	37	-	6	
	69.28%	60.59%	72.75%	70.10%	61.29%	66.51%	83.81%	76.59%	71.03%	64.20%	61.54%	75.00%	63.16%	69.23%	63.64%	77.78%	66.67%	100.00%	100.00%	-	75.00%	75.00%	50.00%	50.00%	100.00%	-	100.00%	50.00%	100.00%	50.00%	100.00%	100.00%	78.72%	-	75.00%	
NET: DISSATISFIED	436	115	65	63	47	42	16	23	22	10	5	4	3	4	2	2	1	-	-	1	1	-	1	2	-	1	-	-	-	-	-	5	-	1		
	17.19%	22.77%	15.82%	16.24%	21.66%	19.53%	7.62%	11.22%	20.56%	12.35%	19.23%	20.00%	15.79%	30.77%	18.18%	22.22%	16.67%	-	-	25.00%	25.00%	-	50.00%	-	100.00%	-	50.00%	-	-	-	-	10.64%	-	12.50%		
Mean	3.82	3.53	3.92	3.82	3.61	3.75	4.27	4.08	3.86	3.80	3.65	4.10	3.74	3.62	3.82	3.78	3.83	4.75	4.00	4.00	3.75	4.00	3.00	5.00	1.50	4.50	3.00	4.50	4.00	4.00	4.50	5.00	3.98	-	4.00	
Standard deviation	1.23	1.27	1.16	1.19	1.33	1.33	1.03	1.11	1.33	1.13	1.16	1.21	1.19	1.56	1.40	1.64	1.60	0.50	0.00	2.00	1.89	1.41	2.83	0.00	0.71	0.71	1.41	0.71	1.41	0.71	0.00	1.11	-	1.07		
Standard error	0.02	0.06	0.06	0.06	0.09	0.09	0.07	0.08	0.13	0.13	0.23	0.27	0.27	0.43	0.42	0.55	0.65	0.25	0.00	1.00	0.95	1.00	2.00	0.00	0.50	0.50	1.00	0.50	1.00	0.50	0.00	0.16	-	0.38		

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolutes/col percents

Table 18
Q22. Thinking about all the times that you have contacted your broadband provider in the last 12 months... To what extent were you satisfied or dissatisfied with each of the following?
How well my issue/query was resolved
Base: All contacting a broadband provider excluding don't know/ not applicable

	S3. Broadband provider																												Don't know/can't recall							
	Total	Virgin Media	BT	Sky	TalkTalk	Vodafone	Plusnet	EE	Now Broadband	Zen Internet	Shell Broadband	Utility Warehouse	Three	Community Fibre	Hyperopti c	Kcom	seethelg ht	Onestream	Tesco	Origin	Gigaclear	Fibris	Jurassic Fibre	Brak	Smarty	Talkmobill e	Lebara	Glide	Optic Fibre	Vonux	YouFibre	IDNet	Other answers	Other		
Unweighted base	2513	497	408	387	217	213	208	203	105	81	26	19	18	13	11	9	6	4	4	4	4	2	2	2	2	2	2	2	2	2	2	1	47	-	8	
Weighted base	2513	497	408	387	217	213	208	203	105	81	26	19	18	13	11	9	6	4	4	4	4	2	2	2	2	2	2	2	2	2	1	47	-	8		
Very satisfied	(5) 955	138	171	132	72	78	115	92	42	29	7	11	7	7	5	4	3	3	2	3	2	1	-	1	1	-	1	1	1	1	2	1	21	-	3	
	38.00%	27.77%	41.91%	34.11%	33.18%	36.52%	55.29%	45.32%	40.00%	34.57%	26.92%	57.89%	38.89%	53.85%	44.44%	50.00%	75.00%	50.00%	50.00%	50.00%	50.00%	-	50.00%	50.00%	-	50.00%	-	50.00%	100.00%	100.00%	100.00%	44.88%	-	37.50%		
Fairly satisfied	(4) 787	164	129	130	61	67	59	66	31	26	10	3	4	3	2	3	1	1	2	-	1	-	-	1	1	1	2	1	1	-	-	-	15	-	2	
	31.32%	33.00%	31.62%	33.59%	28.11%	31.46%	28.37%	32.51%	29.52%	32.10%	38.46%	15.79%	22.22%	23.08%	18.18%	33.33%	16.67%	25.00%	50.00%	-	25.00%	-	-	50.00%	50.00%	-	100.00%	50.00%	50.00%	-	-	-	31.91%	-	25.00%	
Neither satisfied nor dissatisfied	(3) 346	84	43	64	36	28	20	25	13	11	4	3	4	-	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	4	-	3	
	13.77%	16.90%	10.54%	16.54%	16.59%	13.15%	9.62%	12.32%	12.38%	13.58%	15.38%	15.79%	22.22%	23.08%	18.18%	33.33%	16.67%	25.00%	50.00%	-	-	-	-	-	50.00%	50.00%	-	-	-	-	-	-	8.51%	-	37.50%	
Fairly dissatisfied	(2) 232	59	38	36	23	18	6	12	9	14	5	2	2	1	2	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	4	-	-
	9.23%	11.87%	9.31%	9.30%	10.60%	8.45%	2.88%	5.91%	8.57%	17.28%	19.23%	10.53%	11.11%	7.69%	18.18%	-	-	-	-	-	-	50.00%	-	-	-	-	-	-	-	-	-	-	-	8.51%	-	-
Very dissatisfied	(1) 193	52	27	25	25	22	8	8	10	2	-	-	-	1	2	1	2	1	-	1	1	1	1	-	-	-	-	-	-	-	-	-	-	3	-	-
	7.69%	10.46%	6.62%	6.46%	11.52%	10.53%	3.85%	3.94%	9.52%	2.47%	-	-	5.56%	15.38%	9.09%	22.22%	16.67%	-	25.00%	25.00%	50.00%	50.00%	-	-	-	-	-	-	-	-	-	-	6.38%	-	-	
NET: SATISFIED	1742	302	300	262	133	145	174	158	73	54	17	14	11	10	7	7	4	4	4	3	3	1	-	2	2	1	2	2	2	2	2	1	36	-	5	
	69.32%	60.76%	73.53%	67.70%	61.29%	68.08%	83.65%	77.83%	69.52%	66.67%	65.38%	73.68%	61.11%	76.92%	63.64%	77.78%	66.67%	100.00%	100.00%	75.00%	75.00%	50.00%	-	100.00%	100.00%	50.00%	50.00%	100.00%	100.00%	100.00%	100.00%	76.60%	-	62.50%		
NET: DISSATISFIED	425	111	65	61	48	40	14	20	19	16	5	2	3	3	3	2	1	-	1	1	1	2	-	-	-	-	-	-	-	-	-	7	-	-		
	16.91%	22.33%	15.93%	15.76%	22.12%	18.78%	6.73%	9.85%	18.10%	19.75%	19.23%	10.53%	16.67%	23.08%	27.27%	22.22%	16.67%	-	25.00%	25.00%	50.00%	100.00%	-	-	-	-	-	-	-	-	-	14.89%	-	-		
Mean	3.83	3.56	3.93	3.80	3.61	3.76	4.28	4.09	3.82	3.79	3.73	4.21	3.78	3.92	3.73	3.78	3.83	4.75	4.50	4.00	3.75	3.00	1.50	4.50	4.50	3.50	4.00	4.00	4.50	4.50	5.00	5.00	4.00	-	4.00	
Standard deviation	1.24	1.29	1.22	1.19	1.35	1.31	1.02	1.08	1.31	1.17	1.08	1.08	1.26	1.55	1.49	1.64	1.60	0.50	0.58	2.00	1.89	2.83	0.71	0.71	0.71	0.71	1.41	0.00	0.71	0.71	0.00	-	1.22	-	0.93	
Standard error	0.02	0.06	0.06	0.06	0.09	0.09	0.07	0.08	0.13	0.13	0.21	0.25	0.30	0.43	0.45	0.55	0.65	0.25	0.29	1.00	0.95	2.00	0.50	0.50	0.50	1.00	0.00	0.50	0.50	0.00	-	0.18	-	0.33		

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolutes/col percents

Table 19
Q22. Thinking about all the times that you have contacted your broadband provider in the last 12 months... To what extent were you satisfied or dissatisfied with each of the following?
Overall customer service
Base: All contacting a broadband provider excluding don't know/ not applicable

	S3. Broadband provider																											Don't know/ can't recall								
	Total	Virgin Media	BT	Sky	TalkTalk	Vodafone	Plusnet	EE	Now Broadband	Zen Internet	Shell Broadband	Utility Warehouse	Three	Community Fibre	Hyperopti c	Kcom	seethelg ht	Qwestream	Tesco	Origin	Gigaclear	Fibris	Jurassic Fibre	Brak	Smarty	Taknobil e	Lebara	Glide	Optic Fibre	Vonux	YouFibre	IDNet	Other answers	Other		
Unweighted base	2539	506	411	390	219	215	210	204	106	81	26	21	19	13	11	9	6	4	4	4	4	2	2	2	2	2	2	2	2	2	2	1	47	-	8	
Weighted base	2539	506	411	390	219	215	210	204	106	81	26	21	19	13	11	9	6	4	4	4	4	2	2	2	2	2	2	2	2	2	1	47	-	8		
Very satisfied	(5)	874	113	151	129	61	71	111	91	34	33	5	7	4	5	2	3	3	1	2	2	1	-	1	1	-	1	1	1	1	2	1	21	-	3	
		34.42%	22.33%	38.74%	33.08%	27.85%	33.02%	52.86%	44.61%	32.08%	40.74%	19.23%	61.90%	36.84%	30.77%	45.45%	22.22%	50.00%	75.00%	25.00%	50.00%	50.00%	-	50.00%	50.00%	-	50.00%	100.00%	100.00%	-	-	100.00%	-	44.88%	-	37.50%
Fairly satisfied	(4)	856	164	149	141	69	72	68	67	36	25	13	4	5	6	2	5	1	1	3	1	1	-	1	1	1	1	2	1	1	-	-	12	-	3	
		33.71%	32.41%	36.25%	36.15%	31.51%	33.49%	32.38%	32.84%	33.96%	30.86%	50.00%	19.05%	26.32%	46.15%	18.18%	55.56%	16.67%	25.00%	75.00%	25.00%	25.00%	-	50.00%	50.00%	50.00%	50.00%	100.00%	50.00%	50.00%	-	-	25.53%	-	37.50%	
Neither satisfied nor dissatisfied	(3)	380	100	55	64	36	30	16	30	14	14	3	1	3	1	3	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-	2	
		14.97%	19.76%	13.38%	16.41%	16.44%	13.95%	7.62%	14.71%	13.21%	17.28%	11.54%	4.76%	15.79%	7.69%	27.27%	-	16.67%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	14.89%	-	25.00%	
Fairly dissatisfied	(2)	258	71	36	34	31	27	9	11	14	8	5	3	1	1	-	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	4	-	-	
		10.16%	14.03%	8.76%	8.72%	14.16%	12.56%	4.29%	5.39%	13.21%	9.88%	19.23%	14.29%	5.26%	7.69%	9.09%	-	-	-	-	-	-	50.00%	-	-	50.00%	-	-	-	-	-	-	-	8.51%	-	-
Very dissatisfied	(1)	171	58	20	22	15	6	5	8	1	1	3	-	3	1	-	2	1	-	-	-	1	1	-	-	-	-	-	-	-	-	-	3	-	-	
		6.73%	11.46%	4.87%	5.64%	10.05%	6.98%	2.86%	2.45%	7.55%	-	-	15.79%	7.69%	-	22.22%	16.67%	-	-	-	-	25.00%	25.00%	50.00%	50.00%	-	-	-	-	-	-	-	6.38%	-	-	
NET: SATISFIED		1730	277	300	270	130	143	179	158	70	58	18	17	12	10	7	4	4	4	3	3	1	-	2	2	1	2	2	2	2	2	1	33	-	6	
		68.14%	54.74%	72.99%	69.23%	59.36%	66.51%	85.24%	77.45%	66.04%	71.60%	69.23%	80.95%	63.16%	76.92%	63.64%	77.78%	66.67%	100.00%	100.00%	75.00%	75.00%	50.00%	-	100.00%	100.00%	50.00%	100.00%	100.00%	100.00%	100.00%	70.21%	-	75.00%		
NET: DISSATISFIED		429	129	56	56	53	42	15	16	22	9	5	3	4	2	1	2	1	-	1	1	2	-	-	1	-	-	-	-	-	-	7	-	-		
		16.90%	25.49%	13.63%	14.36%	24.20%	19.53%	7.14%	7.84%	20.75%	11.11%	19.23%	14.29%	21.05%	15.38%	9.09%	22.22%	-	-	25.00%	25.00%	50.00%	100.00%	-	-	50.00%	-	-	-	-	-	14.89%	-	-		
Mean		3.79	3.40	3.91	3.82	3.53	3.73	4.28	4.12	3.70	4.00	3.69	4.29	3.63	3.85	4.00	3.56	3.83	4.75	4.25	3.75	3.75	3.00	1.50	4.50	4.50	3.00	4.50	4.50	5.00	5.00	3.94	-	4.13		
Standard deviation		1.21	1.29	1.13	1.15	1.30	1.24	0.98	1.01	1.26	1.05	1.01	1.10	1.46	1.21	1.10	1.51	1.60	0.50	0.50	1.89	1.89	2.83	0.71	0.71	0.71	1.41	0.71	0.71	0.00	0.71	0.71	1.24	-	0.83	
Standard error		0.02	0.06	0.06	0.06	0.09	0.08	0.07	0.07	0.12	0.12	0.20	0.24	0.34	0.34	0.33	0.50	0.65	0.25	0.25	0.95	0.95	2.00	0.50	0.50	0.50	0.50	0.50	0.50	0.00	0.50	0.50	0.18	-	0.30	

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Table 20
Q23. Generally thinking about all the times that you contacted your broadband provider in the last 12 months... Which, if any, of the following problems did you experience with their customer service?
Base: All contacting a broadband provider

	S3. Broadband provider																										Don't know/ can't recall									
	Total	Virgin Media	BT	Sky	TalkTalk	Vodafone	Plusnet	EE	Now Broadband	Zen Internet	Shell Broadband	Three	Utility Warehouse	Community Fibre	Hyperopti c	Kcom	seethelg h	Qwestream	Tesco	Origin	Gigaclar e	Optic Fibre	Fibrus	IDNet	Jurassic Fibre	Smarty	Talkmobil e	Brk	Lebara	Glid e	Voneus	YouFibre	Other access	Other		
Unweighted base	2563	512	413	391	219	216	211	210	107	83	26	21	21	14	11	9	6	4	4	4	4	2	2	2	2	2	2	2	2	2	2	2	2	47	-	8
Weighted base	2563	512	413	391	219	216	211	210	107	83	26	21	21	14	11	9	6	4	4	4	4	2	2	2	2	2	2	2	2	2	2	2	2	47	-	8
Not applicable - I didn't experience any problems with their customer service	1425	237	240	217	98	117	160	131	55	39	14	13	16	9	7	5	5	3	3	3	3	2	1	2	-	1	-	1	1	2	2	2	29	-	7	
	55.60%	46.29%	58.11%	55.50%	44.75%	54.17%	75.83%	62.38%	51.40%	46.99%	53.85%	61.90%	76.19%	64.29%	63.64%	55.56%	83.33%	75.00%	75.00%	75.00%	100.00%	50.00%	100.00%	-	50.00%	-	50.00%	50.00%	100.00%	100.00%	100.00%	61.70%	-	87.50%		
I couldn't reach customer services despite continuous attempts	131	38	17	15	16	14	7	7	3	5	-	3	-	-	-	1	1	-	-	-	-	-	-	-	1	50.00%	-	-	-	-	-	-	3	-	-	
	5.11%	7.42%	4.12%	3.94%	7.31%	6.48%	3.32%	3.33%	2.80%	6.02%	-	14.29%	-	-	-	11.11%	16.67%	-	-	-	-	-	-	-	50.00%	-	-	-	-	-	-	-	6.38%	-	-	
I waited a long time on the phone before speaking to an advisor	470	151	82	74	51	37	21	31	11	5	4	2	1	-	2	4	1	1	-	-	1	-	-	2	-	-	-	-	1	-	-	-	7	-	1	
	18.34%	25.59%	19.85%	18.93%	23.29%	17.13%	9.95%	14.76%	10.28%	6.02%	15.38%	9.52%	4.76%	-	18.18%	44.44%	16.67%	25.00%	-	-	25.00%	-	-	100.00%	-	-	-	-	50.00%	-	-	-	14.89%	-	12.50%	
My call disconnected after being in a long waiting queue	179	58	19	20	19	19	3	13	6	6	-	1	2	-	-	1	1	-	-	-	-	-	-	-	-	1	1	1	-	-	-	-	8	-	-	
	6.98%	11.33%	4.60%	5.12%	8.68%	8.80%	1.42%	6.19%	5.61%	7.23%	-	4.76%	9.52%	-	-	11.11%	16.67%	-	-	-	-	-	-	-	-	50.00%	50.00%	50.00%	-	-	-	-	17.02%	-	-	
There were long delays in receiving a response to my email	153	28	24	23	18	15	3	16	8	4	1	3	-	-	2	-	-	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-	5	-	-	
	5.97%	5.47%	5.81%	5.88%	8.22%	6.94%	1.42%	7.62%	7.48%	4.82%	3.85%	14.29%	-	-	18.18%	-	-	-	-	-	25.00%	-	-	50.00%	-	50.00%	-	-	-	-	-	-	10.64%	-	-	
I didn't receive a response from the provider to my email	82	14	13	11	6	10	2	5	7	5	-	2	1	-	1	1	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	2	-	-	
	3.20%	2.73%	3.15%	2.81%	2.74%	4.63%	0.95%	2.38%	6.54%	6.02%	-	9.52%	4.76%	-	9.09%	11.11%	-	-	-	-	-	-	50.00%	50.00%	-	-	-	-	-	-	-	-	4.26%	-	-	
I was passed between departments without receiving a helpful response	330	91	46	53	39	33	13	16	17	7	3	2	-	-	-	3	-	-	-	-	1	-	-	1	-	1	1	-	-	-	-	-	4	-	-	
	12.88%	17.77%	11.14%	13.55%	17.81%	15.28%	6.16%	7.62%	15.89%	8.43%	11.54%	9.52%	-	-	-	33.33%	-	-	-	-	25.00%	-	-	50.00%	-	50.00%	-	-	-	-	-	-	8.51%	-	-	
I spoke to unhelpful or dismissive advisors	281	86	33	45	31	27	8	10	17	8	1	4	-	2	-	2	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	5	-	-	
	10.96%	16.80%	7.99%	11.51%	14.16%	12.50%	3.79%	4.76%	15.89%	9.64%	3.85%	19.05%	-	14.29%	-	22.22%	16.67%	-	-	-	-	-	-	-	-	-	-	-	-	50.00%	-	-	10.64%	-	-	
I wasn't given good advice or support from the advisor	279	65	40	42	30	33	13	14	12	10	4	4	2	1	1	2	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	3	-	-	
	10.89%	12.70%	9.69%	10.74%	13.70%	15.28%	6.16%	6.67%	11.21%	12.05%	15.38%	19.05%	9.52%	7.14%	9.09%	22.22%	16.67%	-	-	-	25.00%	-	-	50.00%	-	-	-	-	-	-	-	-	6.38%	-	-	
I was given false promises by the team	210	57	31	32	17	23	16	12	7	2	2	3	1	1	-	1	1	-	-	1	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	
	8.19%	11.13%	7.51%	8.18%	7.76%	10.65%	7.58%	5.71%	6.54%	2.41%	7.69%	14.29%	4.76%	7.14%	-	11.11%	16.67%	-	-	25.00%	25.00%	-	-	50.00%	-	-	-	-	-	-	-	-	2.13%	-	-	

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Table 20
Q23. Generally thinking about all the times that you contacted your broadband provider in the last 12 months... Which, if any, of the following problems did you experience with their customer service?
Base: All contacting a broadband provider

	S3. Broadband provider																											Don't know/ can't recall								
	Total	Virgin Media	BT	Sky	TalkTalk	Vodafone	Plusnet	EE	Now Broadband	Zen Internet	Shell Broadband	Three	Utility Warehouse	Community Fibre	Hyperoptic	Kcom	seethelg ht	Qwestream	Tesco	Origin	Gigaclear	Optic Fibre	Fibrus	IDNet	Jurassic Fibre	Smarty	Talkmobil e		Brsk	Lebara	Glisde	Voneus	YouFibre	Other answers	Other	
Weighted base	2563	512	413	391	219	216	211	210	107	83	26	21	21	14	11	9	6	4	4	4	4	2	2	2	2	2	2	2	2	2	2	2	47	-	8	
I felt stressed/frustrated because of the lack of response or resolution	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	93	24	9	17	14	8	6	6	4	1	1	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	3.63%	4.69%	2.18%	4.35%	6.39%	3.70%	2.84%	2.86%	3.74%	1.20%	3.85%	-	-	7.14%	-	-	-	-	25.00%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2.13%	-	-
Don't know/ Can't remember	77	20	16	9	4	8	2	5	5	2	2	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	3.00%	3.91%	3.87%	2.30%	1.83%	3.70%	0.95%	2.38%	4.67%	2.41%	7.69%	4.76%	-	7.14%	-	-	-	25.00%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2.13%	-	-
NET: At least one problem, including other	1061	255	157	165	117	91	49	74	47	42	10	7	5	4	4	4	1	1	-	1	1	-	1	2	1	2	1	2	1	1	-	-	17	-	1	
	41.40%	49.80%	38.01%	42.20%	53.42%	42.13%	23.22%	35.24%	43.93%	50.60%	38.46%	33.33%	23.81%	28.57%	36.36%	44.44%	16.67%	25.00%	-	25.00%	25.00%	-	50.00%	-	100.00%	50.00%	100.00%	50.00%	50.00%	-	-	-	36.17%	-	12.50%	
NET: At least one problem, excluding other	1000	242	148	152	109	87	45	70	43	42	9	7	5	3	4	4	1	1	-	1	1	-	1	2	1	2	1	2	1	1	-	-	17	-	1	
	39.02%	47.27%	35.84%	38.87%	49.77%	40.28%	21.33%	33.33%	40.19%	50.60%	34.62%	33.33%	23.81%	21.43%	36.36%	44.44%	16.67%	25.00%	-	25.00%	25.00%	-	50.00%	-	100.00%	50.00%	100.00%	50.00%	50.00%	-	-	-	36.17%	-	12.50%	
NET: At least one problem, including other, excluding stress/frustrated	1061	255	157	165	117	91	49	74	47	42	10	7	5	4	4	4	1	1	-	1	1	-	1	2	1	2	1	1	1	-	-	17	-	1		
	41.40%	49.80%	38.01%	42.20%	53.42%	42.13%	23.22%	35.24%	43.93%	50.60%	38.46%	33.33%	23.81%	28.57%	36.36%	44.44%	16.67%	25.00%	-	25.00%	25.00%	-	50.00%	-	100.00%	50.00%	100.00%	50.00%	50.00%	-	-	-	36.17%	-	12.50%	

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Table 21
Gender
Base: All respondents

	Gender			Age							Disability		Tenure		Ethnicity		Region													Social Grade				Education		Working status				Income				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-65	65+	Yes	No	Owned	Rented	Rent free	White	Other ethnicity	North East	North West	Yorkshire and the Humber	West Midlands	East Midlands	East of England	London	South East	South West	NET-England	Wales	Scotland	NET-GB	Northern Ireland	AB	C1	C2	DE	Degree or higher	Up to degree	Working	Not Working	Student	Retired	House person	Up to £21k	£21k - £41k	£41k+
Unweighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245
Weighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245
Male	2484	2484	-	200	369	377	466	470	652	556	1869	1597	845	42	2143	314	113	284	207	232	179	215	341	300	177	2048	122	217	2387	97	826	649	468	539	1212	1242	1492	228	79	649	36	581	1060	700
	49.51%	100.00%	-	42.74%	47.13%	44.83%	50.49%	51.76%	54.97%	44.37%	51.39%	51.40%	46.53%	44.68%	49.31%	49.68%	55.39%	52.59%	49.64%	49.89%	48.51%	47.25%	52.30%	44.71%	46.95%	49.35%	46.39%	51.18%	49.35%	53.89%	55.89%	45.48%	51.94%	44.58%	50.95%	48.05%	50.59%	47.70%	41.58%	56.43%	14.40%	42.66%	60.81%	56.22%
Female	2511	-	2511	265	404	461	456	436	531	680	1764	1499	961	51	2183	317	91	254	206	230	190	239	309	368	200	2085	141	202	2428	83	645	771	430	665	1153	1338	1445	246	108	499	213	775	1013	542
	50.05%	-	100.00%	56.62%	51.60%	54.82%	49.40%	48.02%	44.77%	54.27%	48.50%	48.25%	52.92%	54.26%	50.23%	50.16%	44.61%	47.04%	49.40%	49.46%	51.49%	52.53%	47.39%	54.55%	53.05%	50.24%	53.61%	47.64%	50.20%	46.11%	43.64%	54.03%	47.72%	55.00%	48.47%	51.68%	49.00%	51.46%	56.64%	43.39%	85.20%	56.90%	46.56%	43.53%
Other	21	-	-	3	9	3	1	2	3	17	4	11	9	1	20	1	-	2	4	3	-	1	2	5	-	17	-	4	21	-	7	7	2	5	14	7	11	4	3	2	1	6	12	3
	0.42%	-	-	0.64%	1.15%	0.36%	0.11%	0.22%	0.25%	1.36%	0.11%	0.35%	0.50%	1.06%	0.46%	0.16%	-	0.37%	0.96%	0.65%	-	0.22%	0.31%	0.75%	-	0.41%	-	0.94%	0.43%	-	0.47%	0.49%	0.22%	0.41%	0.59%	0.27%	0.37%	0.84%	1.58%	0.17%	0.40%	0.44%	0.58%	0.24%
Prefer not to say	1	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1	-	-	-	-	1	-	-	-	-	1	-	
	0.02%	-	-	0.13%	-	-	-	-	-	-	-	0.06%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.24%	0.02%	-	-	-	0.11%	-	-	-	-	0.03%	-	-	-	-	-	0.05%	-

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolutes/col percents

Table 22
Age
Base: All respondents

	Gender			Age						Disability		Tenure				Ethnicity		Region											Social Grade				Education			Working status				Income					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-65	65+	Yes	No	Owned	Rented	Rent free	White	Other ethnicity	North East	North West	Yorkshire and the Humber	West Midlands	East Midlands	East of England	London	South East	South West	NET: England	Wales	Scotland	NET: GB	Northern Ireland	AB	C1	C2	DE	Degree or higher	Up to degree	Working	Not Working	Student	Retired	House person	Up to £21k	£21k - £41k	£41k+	
Unweighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245	
Weighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245	
18-24	468	200	265	468	-	-	-	-	-	77	362	217	212	39	293	167	14	50	34	58	36	35	97	56	33	413	19	36	468	-	193	155	67	53	211	250	305	24	137	1	1	77	126	204	
	9.33%	8.05%	10.55%	100.00%	-	-	-	-	-	6.15%	9.95%	6.98%	11.67%	41.49%	6.74%	26.42%	6.86%	9.26%	8.15%	12.47%	9.76%	7.69%	14.86%	8.35%	8.75%	9.95%	7.22%	8.49%	9.68%	-	13.06%	10.86%	7.44%	4.38%	8.87%	9.67%	10.34%	5.02%	72.11%	0.09%	0.40%	5.55%	6.04%	16.39%	
25-34	783	359	404	-	783	-	-	-	-	139	613	385	363	25	601	173	24	76	85	85	65	59	144	70	54	682	37	66	765	18	332	227	184	160	462	276	534	65	38	1	42	136	279	317	
	15.61%	14.86%	16.09%	-	100.00%	-	-	-	-	11.09%	16.85%	12.71%	19.99%	26.60%	13.83%	27.37%	11.76%	14.07%	20.38%	18.28%	17.62%	12.97%	10.43%	14.32%	15.95%	14.07%	15.57%	15.82%	10.00%	15.70%	18.20%	13.23%	20.26%	10.68%	21.50%	14.23%	20.00%	0.09%	16.80%	9.99%	13.37%	25.46%			
35-44	841	377	461	-	-	841	-	-	-	160	658	467	365	9	685	148	38	97	69	84	61	85	95	99	54	682	43	76	801	40	215	243	177	206	456	377	694	82	5	1	59	172	387	249	
	16.76%	15.18%	18.36%	-	-	100.00%	-	-	-	12.77%	18.09%	15.03%	20.10%	9.57%	15.76%	23.42%	18.63%	17.96%	16.55%	18.06%	16.53%	18.68%	14.57%	14.75%	14.32%	16.43%	16.35%	17.92%	16.56%	22.22%	14.55%	17.03%	19.64%	17.04%	19.17%	14.58%	23.53%	17.15%	2.63%	0.09%	23.60%	12.63%	18.55%	20.00%	
45-54	923	466	456	-	-	-	923	-	-	273	626	519	396	8	826	90	42	106	74	85	70	81	94	135	74	761	54	72	887	36	206	263	176	278	397	523	677	150	7	11	78	289	408	183	
	18.40%	18.76%	18.16%	-	-	-	100.00%	-	-	21.79%	17.21%	16.70%	21.81%	8.51%	19.01%	14.24%	20.59%	19.63%	17.75%	18.28%	18.97%	17.80%	14.42%	20.12%	19.63%	18.34%	20.53%	16.98%	18.34%	20.00%	13.94%	18.43%	19.53%	22.99%	16.69%	20.23%	22.96%	31.38%	3.68%	0.96%	31.20%	21.22%	19.56%	14.70%	
55-65	908	470	436	-	-	-	-	908	92	283	616	632	269	7	864	41	40	88	74	71	65	89	103	127	69	726	59	76	881	47	246	248	144	270	373	530	503	152	3	184	66	324	372	160	
	18.10%	18.92%	17.36%	-	-	-	-	100.00%	7.73%	22.59%	16.94%	20.34%	14.81%	7.45%	19.88%	6.49%	19.61%	16.30%	17.75%	15.27%	17.62%	19.56%	15.80%	18.93%	18.30%	17.49%	22.45%	17.92%	17.80%	26.11%	16.64%	17.38%	15.98%	22.33%	15.68%	20.50%	17.06%	31.80%	1.58%	16.00%	26.40%	23.79%	17.83%	12.85%	
65+	1186	652	531	-	-	-	-	-	92	1186	345	829	345	234	7	1168	14	53	128	85	88	76	117	127	198	100	972	60	112	1144	42	414	314	192	264	503	677	177	14	-	987	8	401	544	152
	23.64%	26.25%	21.15%	-	-	-	-	-	10.13%	100.00%	27.53%	22.79%	30.42%	12.89%	7.45%	26.88%	2.22%	25.98%	23.70%	20.38%	18.92%	20.60%	25.71%	19.48%	29.51%	26.53%	23.42%	22.81%	26.42%	23.65%	23.33%	28.01%	22.00%	21.31%	21.84%	21.14%	26.19%	6.00%	2.93%	-	85.83%	3.20%	29.44%	26.08%	12.21%
NET: 18-34	1251	569	669	468	783	-	-	-	-	216	975	612	575	64	894	340	38	126	119	143	101	94	241	126	87	1075	56	102	1233	18	425	382	231	213	693	526	939	92	175	2	43	213	405	521	
	24.94%	22.91%	26.64%	100.00%	100.00%	-	-	-	-	17.24%	26.81%	19.70%	31.66%	68.09%	20.57%	53.80%	18.63%	23.33%	28.54%	30.75%	27.37%	20.66%	36.96%	18.78%	23.08%	25.90%	21.29%	24.06%	25.49%	10.00%	28.76%	26.77%	25.64%	17.62%	29.13%	20.35%	31.84%	19.25%	92.11%	0.17%	17.20%	15.64%	19.42%	41.85%	
NET: 35-54	1764	843	917	-	-	841	923	-	-	433	1284	986	761	17	1511	238	80	203	143	169	131	166	189	234	128	1443	97	148	1688	76	421	506	353	484	853	900	1371	232	12	12	137	461	795	432	
	35.16%	33.94%	36.52%	-	-	100.00%	100.00%	-	-	34.56%	35.30%	31.73%	41.91%	18.09%	34.77%	37.66%	39.22%	37.59%	34.29%	36.34%	35.50%	36.48%	28.99%	34.87%	33.95%	34.77%	36.88%	34.91%	34.90%	42.22%	28.48%	35.46%	39.18%	40.03%	35.86%	34.82%	46.49%	48.54%	6.32%	1.04%	54.80%	33.85%	38.11%	34.70%	
NET: 65+	1186	652	531	-	-	-	-	-	92	1186	345	829	345	234	7	1168	14	53	128	85	88	76	117	127	198	100	972	60	112	1144	42	414	314	192	264	503	677	177	14	-	987	8	401	544	152
	23.64%	26.25%	21.15%	-	-	-	-	-	10.13%	100.00%	27.53%	22.79%	30.42%	12.89%	7.45%	26.88%	2.22%	25.98%	23.70%	20.38%	18.92%	20.60%	25.71%	19.48%	29.51%	26.53%	23.42%	22.81%	26.42%	23.65%	23.33%	28.01%	22.00%	21.31%	21.84%	21.14%	26.19%	6.00%	2.93%	-	85.83%	3.20%	29.44%	26.08%	12.21%
Average Age	49.33	50.74	48.02	21.99	30.03	39.54	49.90	60.21	72.24	53.19	48.35	52.57	44.58	33.98	51.41	35.51	51.16	49.63	48.06	46.64	48.53	50.60	45.43	52.40	50.38	49.08	49.97	49.80	49.19	53.03	49.46	48.37	48.22	51.10	47.44	51.30	42.98	47.16	24.67	71.03	47.31	53.77	51.08	41.95	

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolutes/col percents

Table 23
Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?
Base: All respondents

	Gender		Age							Disability		Tenure			Ethnicity		Region													Social Grade			Education			Working status				Income				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-65	65+	Yes	No	Owned	Rented	Rent free	White	Other ethnicity	North East	North West	Yorkshire and the Humber	West Midlands	East Midlands	East of England	London	South East	South West	NET - England	Wales	Scotland	NET - GB	North Ireland	AB	C1	C2	DE	Degree or higher	Up to degree	Working	Not Working	Student	Retired	House person	Up to £21k	£21k - £41k	£41k+
Unweighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245
Weighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245
NET: Yes	1253	566	680	77	139	160	273	283	345	1253	-	641	589	23	1184	65	64	146	95	108	113	105	116	175	90	1012	74	117	1203	50	263	321	171	498	464	783	471	307	28	342	105	538	488	180
	24.98%	22.38%	27.08%	16.45%	17.73%	19.02%	29.58%	31.17%	29.09%	100.00%	-	20.63%	32.43%	24.47%	27.24%	10.26%	31.37%	27.04%	22.78%	23.23%	30.62%	23.08%	17.79%	26.08%	23.37%	24.39%	28.14%	27.59%	24.87%	27.78%	17.79%	22.49%	18.98%	41.19%	19.50%	30.29%	15.97%	64.23%	14.74%	28.74%	42.00%	39.35%	23.39%	12.85%
Yes - mental condition	599	249	338	63	105	108	160	120	51	599	-	239	347	13	563	34	34	74	52	53	66	43	52	66	44	484	36	59	579	20	103	147	76	273	217	380	259	205	21	53	61	284	205	81
	11.94%	10.02%	13.46%	13.41%	12.84%	12.84%	13.22%	4.30%	47.81%	-	7.69%	19.11%	13.83%	12.95%	5.38%	16.67%	13.70%	12.47%	11.40%	17.89%	9.45%	7.98%	9.84%	11.67%	11.66%	13.69%	13.92%	11.97%	11.11%	6.97%	10.30%	8.44%	22.58%	9.12%	14.70%	8.78%	42.89%	11.05%	4.61%	24.40%	20.85%	9.83%	6.51%	
Yes - physical condition	804	363	431	22	59	79	167	216	281	804	-	439	354	11	771	31	42	84	52	66	75	76	76	116	56	643	44	82	769	35	165	203	102	334	299	500	249	202	11	280	62	359	314	86
	16.03%	14.61%	17.16%	4.70%	7.54%	9.39%	18.09%	23.79%	23.69%	64.17%	-	14.13%	19.49%	11.70%	17.74%	4.91%	20.59%	15.56%	12.47%	14.19%	20.33%	16.70%	11.66%	17.29%	14.85%	15.49%	16.73%	19.34%	15.90%	19.44%	11.16%	14.23%	11.32%	27.63%	12.57%	19.34%	8.44%	42.26%	5.79%	24.35%	24.80%	26.36%	15.05%	6.91%
Yes - disability	406	178	218	18	40	56	86	103	110	406	-	192	209	5	386	20	17	50	31	38	28	34	38	63	28	327	19	45	391	15	70	93	59	184	130	275	110	135	8	113	40	190	162	36
	8.09%	7.17%	8.68%	3.85%	5.11%	6.66%	9.32%	11.34%	9.27%	32.40%	-	6.18%	11.51%	5.32%	8.88%	3.16%	8.33%	9.26%	7.43%	8.17%	7.59%	7.47%	5.83%	9.39%	7.43%	7.88%	7.22%	10.61%	8.06%	8.33%	4.74%	6.52%	6.55%	15.22%	5.46%	10.84%	3.73%	28.24%	4.21%	9.83%	16.00%	13.95%	7.77%	2.89%
Yes - other	38	20	18	1	-	7	11	6	14	38	-	22	15	1	36	2	6	4	3	2	3	4	6	7	1	36	-	2	38	-	9	12	3	14	12	26	12	4	-	16	6	17	15	4
	0.76%	0.81%	0.72%	0.21%	-	0.83%	1.19%	0.68%	1.18%	3.03%	-	0.71%	0.83%	1.06%	0.83%	0.32%	2.94%	0.74%	0.72%	0.43%	0.81%	0.88%	0.92%	1.04%	0.27%	0.87%	-	0.47%	0.79%	-	0.81%	0.84%	0.33%	1.16%	0.50%	1.01%	0.41%	0.84%	-	1.39%	2.40%	1.25%	0.32%	
No	3637	1869	1764	362	613	658	626	616	829	3637	-	2407	1168	62	3083	541	136	383	308	347	250	342	513	474	280	3033	183	295	3511	126	1193	1062	704	676	1865	1746	2406	152	146	795	138	797	1560	1068
	72.49%	75.24%	70.25%	77.35%	78.29%	78.24%	67.82%	67.84%	69.90%	100.00%	-	77.47%	64.32%	65.96%	70.94%	85.60%	66.67%	70.93%	73.86%	74.62%	67.75%	75.16%	78.68%	70.64%	74.27%	73.08%	69.58%	69.58%	72.59%	70.00%	80.72%	74.42%	78.14%	55.91%	78.39%	67.54%	81.59%	31.80%	76.84%	69.13%	55.20%	58.52%	74.78%	85.78%
Prefer not to say	127	59	67	29	31	23	24	9	12	-	-	59	59	9	79	26	4	11	14	10	6	8	23	22	7	105	6	12	123	4	22	44	26	35	50	56	72	19	16	13	7	29	38	17
	2.53%	2.38%	2.67%	6.20%	3.96%	2.73%	2.60%	0.99%	1.01%	-	-	1.90%	3.25%	9.57%	1.82%	4.11%	1.96%	2.04%	3.36%	2.15%	1.63%	1.78%	3.53%	3.28%	1.86%	2.53%	2.28%	2.83%	2.54%	2.22%	1.49%	3.08%	2.89%	2.89%	2.10%	2.17%	2.44%	3.97%	8.42%	1.13%	2.80%	2.13%	1.82%	1.37%

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolutes/col percents

Table 24
Is the house or flat in which you live...?
Base: All respondents

	Gender		Age							Disability		Tenure		Ethnicity			Region											Social Grade				Education				Working status				Income					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-65	65+	Yes	No	Owned	Rented	Rent free	White	Other ethnicity	North East	North West	Yorkshire and the Humber	West Midlands	East Midlands	East of England	London	South East	South West	NET: England	Wales	Scotland	NET: GB	North Ireland	AB	C1	C2	DE	DG	Up to degree	Working	Not Working	Student	Retired	House person	Up to £21k	£21k - £41k	£41k+	
Unweighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245	
Weighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245	
NET: Owned	3107	1597	1499	217	395	467	519	632	945	641	2407	3107	-	-	2796	292	131	322	266	280	233	296	353	429	243	2553	178	238	2969	138	1086	881	608	530	1679	1511	1811	168	60	938	130	673	1308	927	
61.93%	64.23%	59.70%	46.37%	50.45%	55.53%	56.23%	69.60%	79.69%	51.16%	66.18%	100.00%	-	-	-	64.34%	46.20%	64.22%	59.63%	63.79%	60.22%	63.14%	65.05%	54.14%	63.93%	64.46%	61.52%	67.68%	56.13%	61.38%	76.67%	73.48%	61.74%	67.48%	43.84%	66.37%	58.45%	61.41%	35.15%	31.58%	81.57%	52.00%	49.41%	62.70%	74.46%	
Owned outright - without mortgage	1962	1035	862	85	132	127	243	484	891	430	1440	1962	-	-	1788	123	85	185	173	150	143	171	238	262	147	1584	102	141	1627	75	862	515	344	379	914	879	797	130	27	885	73	543	836	366	
39.11%	41.67%	34.33%	17.74%	16.86%	15.10%	26.33%	53.30%	75.13%	34.32%	39.59%	61.22%	-	-	-	40.68%	19.46%	41.67%	36.11%	41.49%	32.26%	38.75%	37.58%	36.50%	42.03%	38.99%	38.17%	38.76%	33.25%	37.77%	41.67%	44.75%	36.09%	38.18%	31.35%	38.42%	37.87%	27.03%	25.10%	14.21%	78.86%	29.20%	39.87%	40.08%	31.00%	
Owned with a mortgage or loan	1205	562	637	134	263	340	276	148	54	211	967	1205	-	-	1028	169	46	127	93	130	90	125	115	147	96	969	76	97	1142	63	424	366	264	151	665	532	1014	48	33	53	57	130	472	541	
24.02%	22.62%	25.37%	28.63%	33.59%	40.43%	29.90%	16.30%	4.55%	16.84%	26.59%	38.78%	-	-	-	23.65%	26.74%	22.55%	23.52%	22.30%	27.96%	24.39%	17.64%	21.91%	25.46%	23.35%	28.90%	22.88%	23.61%	35.00%	28.69%	25.65%	29.30%	12.49%	27.95%	20.58%	34.38%	10.04%	17.37%	4.61%	22.80%	9.54%	22.63%	43.45%		
NET: Rented	1816	845	961	212	363	365	396	269	234	589	1168	-	1816	-	1475	322	72	208	141	172	132	144	284	227	131	1511	82	181	1774	42	363	523	274	656	752	1031	1091	285	116	206	118	669	752	284	
36.20%	34.02%	38.27%	45.30%	46.36%	43.40%	42.90%	29.63%	19.73%	47.01%	32.11%	100.00%	-	-	-	33.94%	50.95%	35.29%	38.52%	33.81%	36.99%	35.77%	31.65%	43.56%	33.83%	34.75%	36.41%	31.18%	42.69%	36.68%	23.33%	24.56%	36.65%	30.41%	54.26%	31.61%	39.88%	37.00%	59.62%	61.05%	17.91%	47.20%	49.12%	36.05%	22.81%	
NET: Social renter	921	433	485	91	141	167	200	182	158	359	531	-	921	-	757	155	40	105	69	89	63	76	148	100	56	746	45	113	904	17	126	225	141	429	277	617	455	195	54	141	76	429	334	90	
18.36%	17.43%	19.32%	19.44%	18.01%	19.86%	21.67%	20.04%	13.32%	28.57%	14.69%	-	50.72%	-	-	17.42%	24.53%	19.61%	19.44%	16.55%	19.14%	17.07%	16.70%	22.70%	14.90%	14.85%	17.98%	17.11%	26.65%	18.69%	9.44%	6.53%	15.77%	15.65%	35.48%	11.54%	23.87%	15.43%	40.79%	28.42%	12.26%	30.40%	31.50%	16.01%	7.23%	
Rented from the council	362	188	173	28	55	71	86	74	54	145	207	-	362	-	306	53	12	34	33	35	26	31	63	33	17	264	19	52	355	7	45	71	60	188	89	257	175	87	14	51	35	172	127	32	
7.22%	7.57%	6.89%	5.98%	7.02%	8.44%	9.32%	8.15%	4.55%	11.57%	5.69%	-	19.93%	-	-	7.04%	8.39%	5.88%	6.30%	7.91%	7.53%	7.05%	6.81%	9.66%	4.92%	4.51%	6.84%	7.22%	12.26%	7.34%	3.89%	3.04%	4.98%	6.66%	15.38%	3.74%	9.94%	5.93%	18.20%	7.37%	4.43%	14.00%	12.63%	6.69%	2.57%	
Rented from a housing association	559	245	312	63	86	96	114	108	104	213	324	-	559	-	451	102	28	71	36	54	37	45	85	67	39	462	26	61	549	10	81	154	81	243	188	360	280	108	40	90	41	257	207	58	
11.14%	9.86%	12.43%	13.46%	10.98%	11.41%	12.35%	11.89%	8.77%	17.00%	8.91%	-	30.78%	-	-	10.38%	16.14%	13.73%	13.15%	8.63%	11.61%	10.03%	9.89%	13.04%	9.99%	10.34%	11.13%	9.89%	14.39%	11.35%	5.56%	5.48%	10.79%	8.99%	20.10%	7.90%	13.93%	9.49%	22.59%	21.05%	7.83%	16.40%	18.87%	9.92%	4.66%	
Rented from someone else	895	412	476	121	222	198	196	87	76	231	637	-	895	-	718	167	32	103	72	83	69	68	136	127	75	765	37	68	870	25	237	298	133	227	475	414	636	90	62	65	42	240	418	194	
17.84%	16.59%	18.96%	25.85%	28.35%	23.54%	21.24%	9.58%	6.41%	18.44%	17.51%	-	49.28%	-	-	16.52%	26.42%	15.69%	19.07%	17.27%	17.85%	18.70%	14.95%	20.86%	18.93%	19.89%	18.43%	14.07%	16.04%	17.99%	13.89%	16.04%	20.88%	14.76%	18.78%	19.97%	16.02%	21.57%	18.83%	32.63%	5.65%	16.80%	17.62%	20.04%	15.58%	
Rent free	94	42	51	39	25	9	8	7	7	23	62	-	94	-	94	75	18	1	10	10	13	4	15	15	3	86	3	5	94	-	29	23	19	23	48	43	47	25	14	6	2	20	26	34	
1.87%	1.69%	2.03%	8.33%	3.19%	1.07%	0.87%	0.77%	0.59%	1.84%	1.70%	-	-	-	-	100.00%	1.75%	2.85%	0.49%	1.85%	2.40%	2.80%	1.08%	3.30%	2.30%	2.24%	0.80%	2.07%	1.14%	1.18%	1.94%	-	1.96%	1.61%	2.11%	1.90%	2.02%	1.66%	1.59%	5.23%	7.37%	0.52%	0.80%	1.47%	1.25%	2.73%

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolutes/col percents

Table 25
To which of the following ethnic groups do you consider you belong? (#J\$insert)
Base: All respondents

	Gender		Age							Disability		Tenure			Ethnicity													Region					Social Grade					Education					Working status					Income		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-65	65+	Yes	No	Owned	Rented	Rent free	White	Other ethnicity	North East	North West	Yorkshire and the Humber	West Midlands	East Midlands	East of England	London	South East	South West	NET: England	Wales	Scotland	NET: GB	North Ireland	AB	C1	C2	C2 DE	D	Degree or higher	Up to degree	Working	Not Working	Student	Retired	House person	Up to £21k	£21k - £41k	£41k+					
Unweighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245						
Weighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245						
NET: Asian or Asian British	354	161	193	120	86	73	48	21	7	31	312	183	158	13	-	354	7	42	31	49	18	17	100	35	17	316	10	25	351	3	138	116	46	54	224	126	245	20	68	9	12	89	114	118						
Bangladeshi	29	18	11	9	4	10	7	-	-	4	24	17	11	1	-	29	-	6	1	5	-	2	11	3	-	28	1	-	29	-	9	7	5	8	18	21	4	2	-	2	8	11	8							
Chinese	108	32	76	57	34	9	6	2	1	9	95	27	76	5	-	108	5	4	13	7	4	3	29	9	10	84	6	16	106	2	47	44	11	6	77	30	63	3	40	2	-	32	29	37						
Indian	101	56	45	22	19	29	16	11	4	6	94	73	26	2	-	101	1	13	6	13	10	5	32	13	3	96	-	4	100	1	37	35	15	14	65	35	74	7	13	5	2	18	39	33						
Pakistani	85	38	47	24	23	19	14	5	-	10	71	50	31	4	-	85	1	17	8	22	4	4	15	6	1	78	2	5	85	-	33	23	11	18	48	36	64	3	10	-	8	24	25	28						
Any other Asian background, please specify	31	17	14	9	6	8	5	3	2	2	28	16	14	1	-	31	-	2	3	2	-	5	13	4	3	30	1	-	31	-	12	7	7	8	21	9	23	3	3	2	-	7	10	12						
NET: Black, Black British, Caribbean or African	118	70	48	21	39	28	19	7	4	13	102	42	73	3	-	118	2	5	8	14	12	14	44	11	2	112	-	6	118	-	47	33	8	30	84	32	93	9	10	5	1	28	42	42						
African	76	51	25	16	26	19	13	1	1	5	70	19	55	2	-	76	2	4	7	7	6	9	24	11	1	71	-	5	76	-	34	16	5	21	62	14	63	6	5	2	-	17	28	29						
Caribbean	37	17	20	4	11	8	6	5	3	6	30	20	17	-	-	37	-	1	1	6	6	4	18	-	-	36	-	1	37	-	11	16	2	8	18	17	27	2	4	3	1	10	14	10						
Any other Black, Black British, Caribbean or African background, please specify	5	2	3	1	2	1	-	1	-	2	2	3	1	1	-	5	-	-	-	1	-	2	-	-	1	5	-	-	5	-	2	1	1	1	4	1	3	1	1	-	1	-	3							
NET: Mixed or multiple ethnic groups	117	53	63	21	36	29	18	11	2	13	96	51	65	1	-	117	-	12	9	11	6	10	46	8	5	107	3	6	116	1	34	32	19	32	63	50	88	13	11	3	2	29	41	38						
Asian and White	45	20	24	11	12	11	7	3	1	4	40	24	21	-	-	45	-	4	5	3	3	4	18	3	1	41	-	3	44	1	14	18	7	6	28	17	33	5	5	2	-	12	13	18						
Black African and Asian	7	5	2	1	4	1	1	-	-	-	6	3	4	-	-	7	-	-	-	-	-	5	1	1	7	-	-	7	-	1	-	2	4	3	3	6	-	1	-	-	2	3	2							
Black African and White	17	8	9	3	9	4	1	-	-	-	13	4	13	-	-	17	-	1	1	-	2	2	10	-	1	17	-	-	17	-	5	4	2	6	12	4	14	-	3	-	-	2	9	5						

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolute/col percents

Table 25
To which of the following ethnic groups do you consider you belong? (#J5insert)
Base: All respondents

	Gender		Age							Disability		Tenure			Ethnicity		Region										Social Grade				Education				Working status				Income									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-65	65+	Yes	No	Owned	Rented	Rent free	White	Other ethnic	North East	North West	Yorkshire and the Humber	West Midlands	East Midlands	East of England	London	South East	South West	NET: England	Wales	Scotland	NET: GB	North Ireland	AB	C1	C2	DE	Degree or higher	Up to degree	Working	Not Working	Student	Retired	House person	Up to £21k	£21k - £41k	£41k+				
Weighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245				
Black Caribbean and Asian	4	2	-	3	-	-	-	1	-	-	4	2	-	-	-	0.08%	0.08%	0.08%	-	0.11%	0.06%	0.11%	-	-	-	-	0.08%	-	-	-	-	-	3	3	4	-	-	-	-	-	-	-	2	2	-	0.10%	0.16%	
Black Caribbean and White	27	12	15	4	6	11	3	3	-	3	22	14	12	1	-	27	-	1	2	5	1	3	11	3	-	26	-	1	27	-	10	3	6	8	10	15	21	4	1	-	1	5	9	10	0.80%	0.80%		
Any other mixed or multiple backgrounds, please specify	17	6	11	2	2	2	6	4	1	6	11	4	13	-	-	17	-	6	1	2	-	-	1	1	2	13	2	2	17	-	4	6	2	5	7	10	10	4	1	1	1	8	5	1	0.08%	0.08%		
NET: White	4346	2143	2193	293	601	695	826	864	1168	1194	3063	2796	1475	75	4346	-	194	474	360	390	328	407	449	696	349	3545	248	380	4173	173	1241	1220	813	1070	1962	2551	2466	424	95	1129	232	1195	1863	1029	86.63%	86.27%		
English	2901	1425	1464	215	377	390	571	576	832	778	2068	1882	964	55	2901	-	157	391	309	307	258	331	299	473	261	2786	57	45	2988	13	785	789	580	745	1142	1732	1615	274	60	790	162	821	1265	637	57.82%	57.37%		
Welsh	168	78	90	7	24	32	33	39	39	48	117	113	53	2	168	-	2	5	2	3	4	4	2	7	5	34	131	2	167	1	43	50	29	46	84	84	94	15	4	40	15	48	75	37	3.35%	3.14%		
Scottish	294	146	146	15	34	50	50	67	90	102	189	174	116	4	294	-	2	4	6	5	1	7	5	8	4	42	1	248	291	3	75	84	54	81	143	149	155	34	7	87	11	98	128	55	5.86%	5.89%		
Northern Irish	101	59	42	-	10	28	15	26	24	29	71	77	24	-	101	-	-	2	-	1	2	-	1	-	1	7	1	7	1	4	12	89	41	31	10	19	68	33	59	10	-	25	7	14	45	37	2.01%	2.38%
British	627	335	288	36	114	114	102	122	150	174	440	433	184	10	627	-	26	54	34	49	47	46	89	80	56	481	50	60	591	36	208	200	95	124	368	257	365	70	15	152	25	159	244	183	12.50%	13.49%		
Irish	56	33	23	1	5	11	15	11	13	20	36	33	23	-	56	-	-	2	2	3	1	3	9	6	-	26	1	2	29	27	25	17	5	9	36	20	33	3	3	16	1	15	26	12	1.12%	1.33%		
Any other White background, please specify	199	67	130	19	37	60	40	23	20	33	162	84	111	4	199	-	7	16	7	12	13	16	44	32	22	169	7	19	195	4	64	49	40	46	121	76	145	18	6	19	11	40	80	68	3.97%	2.70%		
NET: Another ethnic group	29	22	7	4	9	14	1	-	1	2	23	9	20	-	29	-	29	1	5	2	4	3	2	3	3	1	24	1	3	28	1	6	7	8	8	13	7	24	3	1	1	-	2	9	9	0.58%	0.89%	
Irish Traveller or Gypsy	5	4	1	1	-	4	-	-	-	-	0.63%	0.29	1.10%	-	-	-	0.49%	0.93%	0.48%	0.86%	0.81%	0.44%	0.46%	0.45%	0.27%	0.58%	0.38%	0.71%	0.58%	0.56%	0.41%	0.49%	0.89%	0.66%	0.55%	0.27%	0.81%	0.63%	0.53%	0.09%	-	0.15%	0.43%	0.72%				
Roma	12	10	2	-	8	3	-	-	-	-	0.14%	0.06%	0.17%	-	-	-	-	-	0.24%	-	-	0.22%	0.15%	0.15%	-	0.10%	-	0.24%	0.10%	-	-	0.11%	0.33%	0.08%	-	-	-	-	-	-	-	-	0.14%	0.16%				
Arab	12	8	4	3	1	7	1	-	-	0.08%	0.08%	0.13%	0.44%	-	-	-	-	0.37%	-	0.43%	0.54%	-	-	1	1	8	1	2	11	1	1	4	7	-	3	2	10	1	-	1	-	-	2	3	0.24%	0.40%		

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Table 25
 To which of the following ethnic groups do you consider you belong?(#JSInser)
 Base: All respondents

	Gender		Age						Disability		Tenure				Ethnicity		Region													Social Grade				Education				Working status				Income		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-65	65+	Yes	No	Owned	Rented	Rent free	White	Other ethnicity	North East	North West	Yorkshire and the Humber	West Midlands	East Midlands	East of England	London	South East	South West	NET: England	Wales	Scotland	NET: GB	Northern Ireland	AB	C1	C2	DE	Degree or higher	Up to degree	Working	Not Working	Student	Retired	House person	Up to £21k	£21k-£41k	£41k+
Weighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245
Any other ethnic group	14	8	6	1	3	4	4	2	-	6	8	7	6	1	14	-	-	2	3	1	1	5	2	-	14	-	-	14	-	3	8	-	3	11	3	9	2	1	-	2	8	3	3	
	0.28%	0.32%	0.24%	0.21%	0.38%	0.48%	0.43%	0.22%	-	0.48%	0.22%	0.23%	0.33%	1.06%	2.22%	-	-	0.48%	0.65%	0.27%	0.22%	0.77%	0.30%	-	0.34%	-	-	0.29%	-	0.20%	0.56%	-	0.25%	0.46%	0.12%	0.31%	0.42%	0.53%	-	0.80%	0.59%	0.14%	0.24%	
Prefer not to say	39	27	11	8	9	8	7	3	4	4	13	19	19	1	-	-	2	5	4	3	4	5	6	3	32	1	4	37	2	9	11	7	12	22	16	24	7	4	3	1	11	14	6	
	0.78%	1.09%	0.44%	1.71%	1.15%	0.95%	0.76%	0.33%	0.34%	0.32%	0.36%	0.61%	1.05%	1.06%	-	-	0.37%	1.20%	0.86%	0.81%	0.88%	0.77%	0.89%	0.80%	0.77%	0.38%	0.94%	0.76%	1.11%	0.61%	0.77%	0.78%	0.99%	0.92%	0.62%	0.81%	1.46%	2.11%	0.26%	0.40%	0.81%	0.67%	0.48%	

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolutes/col percents

Table 26
Which of the following describes where you live?
Base: All respondents

	Gender		Age							Disability		Tenure			Ethnicity		Region											Social Grade				Education				Working status				Income				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-65	65+	Yes	No	Owned	Rented	Rent free	White	Other ethnicity	North East	North West	Yorkshire and the Humber	West Midlands	East Midlands	East of England	London	South East	South West	NET: England	Wales	Scotland	NET: GB	North Ireland	AR	C1	C2	DE	DG or higher	Up to degree	Working	Not Working	Student	Retired	House person	Up to £21k	£21k - £41k	£41k+
Unweighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245
Weighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245
Scotland	424	217	202	36	66	76	72	76	112	117	295	238	181	5	380	40	-	-	-	-	-	-	-	-	-	-	424	424	-	121	128	72	103	228	191	243	38	21	109	13	132	183	86	
	6.45%	8.74%	8.04%	7.69%	8.43%	9.04%	7.80%	8.37%	9.44%	9.34%	8.11%	7.66%	9.97%	5.32%	8.74%	6.33%	-	-	-	-	-	-	-	-	-	-	100.00%	6.77%	-	8.19%	8.97%	7.99%	8.52%	9.58%	7.39%	8.24%	7.95%	11.05%	9.48%	5.20%	9.69%	8.77%	6.91%	
North East	204	113	91	14	24	39	42	40	53	64	136	181	72	1	184	10	204	-	-	-	-	-	-	-	-	-	204	-	51	64	34	55	79	125	110	24	7	50	19	61	92	42		
	4.07%	4.55%	3.62%	2.99%	3.07%	4.52%	4.55%	4.41%	4.47%	5.11%	3.74%	4.22%	3.96%	1.06%	4.46%	1.58%	100.00%	-	-	-	-	-	-	-	-	-	4.22%	-	3.45%	4.48%	3.77%	4.55%	3.32%	4.84%	3.75%	5.02%	3.68%	5.20%	4.48%	4.41%	3.37%			
North West	540	284	254	50	76	97	106	88	128	146	383	322	208	10	474	64	540	-	-	-	-	-	-	-	-	-	540	-	162	151	86	141	247	286	318	48	20	124	30	148	247	109		
	10.76%	11.43%	10.12%	10.68%	9.71%	11.53%	11.48%	9.69%	10.79%	11.65%	10.53%	10.36%	11.45%	10.64%	10.91%	10.13%	-	100.00%	-	-	-	-	-	-	-	-	-	11.16%	-	10.96%	10.58%	9.54%	11.66%	10.38%	11.06%	10.78%	10.04%	10.53%	10.78%	12.00%	10.87%	11.84%	8.76%	
Yorkshire and the Humber	417	207	206	34	85	69	74	74	85	95	308	266	141	10	360	52	417	-	-	-	-	-	-	-	-	-	417	-	113	114	82	108	199	213	252	44	13	93	15	119	171	98		
	8.31%	8.33%	8.20%	7.26%	10.86%	8.20%	8.02%	8.15%	7.17%	7.58%	8.47%	8.56%	7.76%	10.64%	8.28%	8.23%	-	100.00%	-	-	-	-	-	-	-	-	10.05%	-	8.62%	7.65%	7.99%	9.10%	8.93%	8.36%	8.24%	8.55%	9.21%	6.84%	8.09%	6.00%	8.74%	8.20%	7.87%	
West Midlands	465	232	230	58	85	84	85	71	88	108	347	280	172	13	380	81	465	-	-	-	-	-	-	-	-	-	465	-	148	115	88	114	200	260	278	61	16	87	23	132	185	121		
	9.27%	9.34%	9.16%	12.39%	10.86%	9.99%	9.21%	7.82%	7.42%	8.62%	9.54%	9.01%	9.47%	13.83%	8.74%	12.82%	-	100.00%	-	-	-	-	-	-	-	-	11.29%	-	9.61%	10.01%	8.06%	9.77%	9.43%	8.41%	10.96%	9.43%	12.76%	8.42%	7.57%	9.20%	9.69%	8.87%	9.72%	
East Midlands	369	179	190	36	65	61	70	65	76	113	250	233	132	4	326	40	369	-	-	-	-	-	-	-	-	-	369	-	99	103	74	93	164	202	212	45	17	80	15	115	159	71		
	7.35%	7.21%	7.57%	7.69%	8.30%	7.25%	7.58%	7.16%	6.41%	9.02%	6.87%	7.50%	7.27%	4.26%	7.50%	6.33%	-	100.00%	-	-	-	-	-	-	-	-	7.63%	-	6.70%	7.22%	8.21%	7.69%	6.89%	7.81%	7.19%	9.41%	8.95%	6.96%	6.00%	8.44%	7.62%	5.70%		
Wales	263	122	141	19	37	43	54	59	60	74	183	178	82	3	248	14	263	-	-	-	-	-	-	-	-	-	263	-	68	82	46	67	110	151	146	24	8	66	19	72	120	58		
	5.24%	4.91%	5.62%	4.06%	4.73%	5.11%	5.85%	6.50%	5.06%	5.91%	5.03%	5.73%	4.52%	3.19%	5.71%	2.22%	-	100.00%	-	-	-	-	-	-	-	-	5.44%	-	4.60%	5.75%	5.11%	5.54%	4.62%	5.84%	4.95%	5.02%	4.21%	5.74%	7.60%	5.29%	5.75%	4.66%		
East of England	455	215	239	35	59	85	81	89	117	105	342	296	144	15	407	44	455	-	-	-	-	455	-	-	-	-	455	-	127	139	82	107	184	264	261	42	11	112	29	121	189	119		
	9.07%	8.66%	9.52%	7.48%	7.54%	10.11%	8.78%	9.80%	9.87%	8.38%	9.40%	9.53%	7.93%	15.96%	9.36%	6.96%	-	100.00%	-	-	-	10.96%	-	-	-	-	9.41%	-	8.59%	9.74%	9.10%	8.85%	7.73%	10.21%	8.85%	8.79%	5.79%	9.74%	11.60%	8.88%	9.06%	9.56%		
London	652	341	309	97	144	95	94	103	127	116	513	353	284	15	449	198	652	-	-	-	-	652	-	-	-	-	652	-	216	197	125	113	379	261	420	58	38	117	19	152	230	220		
	13.00%	13.73%	12.31%	20.73%	18.39%	11.30%	10.18%	11.34%	10.71%	9.26%	14.11%	11.36%	15.84%	15.96%	10.33%	31.33%	-	100.00%	-	-	-	15.71%	-	-	-	-	13.48%	-	14.61%	13.81%	13.87%	9.35%	15.33%	10.10%	14.24%	12.13%	20.00%	10.17%	7.60%	11.16%	11.03%	17.67%		
South East	671	300	365	56	70	99	135	127	188	175	474	429	227	15	605	59	671	-	-	-	-	-	-	-	-	-	671	-	202	172	125	171	307	360	378	54	24	177	38	180	278	160		
	13.37%	12.08%	14.58%	11.97%	8.94%	11.77%	14.63%	13.99%	16.89%	13.97%	13.03%	13.81%	12.50%	15.96%	13.94%	9.34%	-	100.00%	-	-	-	-	-	-	-	-	13.87%	-	13.67%	12.05%	13.87%	14.14%	12.90%	13.93%	12.82%	11.30%	12.63%	15.39%	15.20%	13.22%	13.33%	12.85%		
South West	377	177	200	33	54	54	74	69	100	90	280	243	131	3	349	25	377	-	-	-	-	-	-	-	-	-	377	-	96	115	67	99	177	198	222	23	13	95	24	96	167	93		
	7.51%	7.13%	7.96%	7.05%	6.90%	6.42%	8.02%	7.60%	8.43%	7.18%	7.70%	7.82%	7.21%	3.19%	8.03%	3.96%	-	100.00%	-	-	-	-	-	-	-	-	7.79%	-	6.50%	8.06%	7.44%	8.19%	7.44%	7.66%	7.53%	4.81%	6.84%	8.26%	9.60%	7.05%	8.01%	7.47%		
Northern Ireland	180	97	83	-	18	40	36	47	42	50	126	138	42	-	173	5	180	-	-	-	-	-	-	-	-	-	180	-	75	47	20	38	105	74	109	17	2	40	12	34	65	68		
	3.59%	3.90%	3.31%	-	2.30%	4.76%	3.90%	5.18%	3.54%	3.99%	3.46%	4.44%	2.31%	-	3.98%	0.79%	-	100.00%	-	-	-	-	-	-	-	-	100.00%	-	5.07%	3.29%	2.22%	3.14%	4.41%	2.86%	3.70%	3.56%	1.05%	3.48%	4.80%	2.50%	3.12%	5.46%		

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolutes/col percents

Table 27
Social Grade
Base: All respondents

	Gender			Age						Disability		Tenure			Ethnicity				Region											Social Grade				Education				Working status					Income		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-65	65+	Yes	No	Owned	Rented	Rent free	White	Other ethnicity	North East	North West	Yorkshire and the Humber	West Midlands	East Midlands	East of England	London	South East	South West	NET: England	Wales	Scotland	NET: GB	North Ireland	AB	C1	C2	DE	Degree or higher	Up to degree	Working	Not Working	Student	Retired	House person	Up to £21k	£21k - £41k	£41k+	
Unweighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245	
Weighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245	
AB	1478	826	645	193	232	215	206	246	414	263	1193	1086	363	29	1241	228	51	162	113	148	99	127	216	202	96	1214	68	121	1403	75	1478	-	-	-	990	484	915	39	55	431	38	175	622	595	
	29.46%	33.25%	25.69%	41.34%	29.63%	25.56%	22.32%	27.09%	34.91%	20.99%	32.80%	34.95%	19.99%	30.85%	28.55%	36.08%	25.00%	30.00%	27.10%	31.83%	26.83%	27.91%	33.13%	30.10%	25.46%	29.25%	25.86%	28.54%	29.01%	41.67%	100.00%	-	-	-	41.61%	18.72%	31.03%	8.16%	28.95%	37.48%	15.20%	12.85%	29.82%	47.79%	
C1	1427	649	771	155	227	243	263	248	314	321	1062	881	523	23	1220	186	64	151	114	115	103	138	137	172	115	1170	82	128	1360	47	-	1427	-	-	710	697	941	37	108	301	42	350	674	310	
	28.44%	26.13%	30.70%	33.12%	28.99%	28.49%	27.31%	26.48%	25.62%	29.20%	28.36%	28.80%	24.47%	26.07%	31.01%	31.37%	27.96%	27.34%	24.73%	27.91%	30.55%	30.21%	25.63%	30.50%	28.19%	31.18%	30.19%	28.53%	26.11%	-	100.00%	-	-	29.84%	26.96%	31.91%	7.74%	55.79%	26.17%	16.80%	25.70%	32.31%	24.90%		
C2	901	468	430	67	164	177	176	144	192	171	704	608	274	19	813	81	34	86	82	88	74	82	125	125	67	763	46	72	881	20	-	901	-	-	350	535	626	35	17	166	57	170	397	264	
	17.96%	18.84%	17.12%	14.32%	20.95%	21.05%	19.07%	15.86%	16.19%	13.65%	19.36%	19.57%	15.09%	20.21%	18.71%	12.82%	16.67%	15.93%	19.66%	18.92%	20.05%	18.02%	19.17%	18.63%	17.77%	18.39%	17.49%	16.98%	18.21%	11.11%	-	100.00%	-	-	14.71%	20.70%	21.23%	7.32%	8.95%	14.43%	22.80%	12.48%	19.03%	21.20%	
DE	1209	539	665	53	160	206	278	270	264	498	676	530	656	23	1070	127	55	141	108	114	93	107	113	171	99	1001	67	103	1171	38	-	-	1209	328	868	466	367	12	251	113	667	393	76		
	24.10%	21.70%	26.48%	11.32%	20.43%	24.49%	30.12%	29.74%	22.26%	39.74%	18.59%	17.06%	36.12%	24.47%	24.62%	20.09%	26.96%	26.11%	25.90%	24.52%	25.20%	23.52%	17.33%	25.48%	26.26%	24.12%	25.48%	24.29%	24.21%	21.11%	-	-	100.00%	13.79%	33.58%	15.80%	76.78%	6.32%	21.83%	45.20%	48.97%	18.84%	6.10%		
Refused	2	2	-	-	-	-	-	2	-	2	-	-	-	2	-	-	-	-	-	-	-	1	1	-	2	-	-	2	-	-	-	-	-	-	1	1	1	-	-	1	-	-	-	-	
	0.04%	0.08%	-	-	-	-	-	0.17%	-	0.05%	0.06%	-	-	0.05%	-	-	-	-	-	-	-	0.15%	0.15%	-	0.05%	-	-	0.04%	-	-	-	-	-	0.04%	0.04%	0.03%	-	-	0.09%	-	-	-	-		

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolutes/col percents

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

	Gender			Age						Disability		Tenure				Ethnicity		Region													Social Grade				Education				Working status					Income		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-65	65+	Yes	No	Owned	Rented	Rent free	White	Other ethnicity	North East	North West	Yorkshire and the Humber	West Midlands	East Midlands	East of England	London	South East	South West	NET: England	Wales	Scotland	NET: GB	North Ireland	AB	C1	C2	DE	Degree or higher	Up to degree	Working	Not Working	Student	Retired	House person	Up to £21k	£21k-£41k	£41k+		
Unweighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245		
Weighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245		
No formal education	18	6	12	1	1	2	5	3	7	9	9	8	10	-	17	-	-	3	-	1	3	1	2	3	3	16	1	1	18	-	-	3	7	8	-	18	8	4	-	6	-	11	7	-		
	0.36%	0.24%	0.48%	0.21%	0.13%	0.24%	0.54%	0.33%	0.59%	0.72%	0.25%	0.26%	0.55%	-	0.39%	-	-	0.56%	-	0.22%	0.81%	0.22%	0.31%	0.45%	0.80%	0.39%	0.38%	0.24%	0.37%	-	-	0.21%	0.78%	0.66%	-	0.70%	0.27%	0.84%	-	0.52%	-	0.81%	0.34%	-		
Primary school	29	13	16	2	5	6	2	6	8	15	11	19	9	1	21	7	2	1	4	3	-	1	9	3	1	24	1	3	28	1	4	7	5	13	-	29	8	7	2	9	3	14	9	3		
	0.58%	0.52%	0.64%	0.43%	0.64%	0.71%	0.22%	0.66%	0.67%	1.28%	0.30%	0.61%	0.50%	1.06%	0.48%	1.11%	0.98%	0.19%	0.96%	0.65%	-	0.22%	1.38%	0.45%	0.27%	0.58%	0.38%	0.71%	0.58%	0.56%	0.27%	0.46%	0.55%	1.08%	-	1.12%	0.27%	1.46%	1.05%	0.78%	1.20%	1.03%	0.43%	0.24%		
Secondary school, high school, 6th form / college, GCSEs, A Levels, BTEC, NVQ levels 1 to 3, etc.	2464	1192	1266	200	250	367	512	520	662	745	1671	1463	962	39	2272	180	120	271	204	250	191	259	238	347	191	2071	146	175	2392	72	462	645	515	841	-	2464	1271	313	66	648	166	875	1028	401		
	49.11%	47.99%	50.42%	42.74%	31.93%	43.64%	55.47%	57.27%	55.82%	59.46%	45.94%	47.09%	52.97%	41.49%	52.28%	28.48%	58.82%	50.19%	48.92%	53.76%	51.76%	56.92%	36.50%	51.71%	50.66%	49.90%	55.51%	41.27%	49.45%	40.00%	31.26%	45.20%	57.16%	69.56%	-	95.32%	43.10%	65.48%	34.74%	56.35%	66.40%	64.24%	49.28%	32.21%		
University degree or equivalent professional qualification, NVQ level 4, etc.	1700	849	844	161	313	311	284	281	383	340	1327	1133	535	32	1443	241	61	184	141	143	122	141	253	219	119	1383	80	162	1625	75	652	519	280	248	1700	-	1126	105	44	363	62	328	755	527		
	33.88%	34.18%	33.61%	34.40%	39.97%	36.98%	30.77%	30.95%	32.29%	27.13%	36.49%	36.47%	29.46%	34.04%	33.20%	38.13%	29.90%	34.07%	33.81%	30.75%	33.06%	30.99%	38.80%	32.64%	31.56%	33.33%	30.42%	38.21%	33.60%	41.67%	44.11%	36.37%	31.08%	20.51%	71.46%	-	38.18%	21.97%	23.16%	31.57%	24.80%	24.08%	36.19%	42.33%		
Higher university degree, doctorate, MBA, NVQ level 5, etc.	679	363	309	50	169	145	113	92	120	124	538	446	217	16	519	154	18	63	58	57	42	43	126	88	58	553	30	66	649	30	338	191	70	80	679	-	478	44	19	119	760%	105	254	287		
	13.53%	14.61%	12.31%	10.68%	21.58%	17.24%	12.24%	10.13%	10.12%	9.90%	14.79%	14.35%	11.95%	17.02%	11.94%	24.37%	8.82%	11.67%	13.91%	12.26%	11.38%	9.45%	19.33%	13.11%	15.38%	13.33%	11.41%	15.57%	13.42%	16.67%	22.87%	13.38%	7.77%	6.62%	28.54%	-	16.21%	9.21%	10.00%	10.35%	19	7.60%	7.71%	12.18%	23.05%	
Still in full time education	74	31	42	47	20	2	4	1	-	13	55	21	50	3	41	31	3	11	5	6	8	3	12	7	3	58	3	12	73	1	18	42	8	6	-	74	17	-	57	-	-	22	20	23		
	1.47%	1.25%	1.67%	10.04%	2.55%	0.24%	0.43%	0.11%	-	1.04%	1.51%	0.68%	2.75%	3.19%	0.94%	4.91%	1.47%	2.04%	1.20%	1.29%	2.17%	0.66%	1.84%	1.04%	0.80%	1.40%	1.14%	2.83%	1.51%	0.56%	1.22%	2.94%	0.89%	0.50%	-	2.86%	0.58%	-	30.00%	-	-	1.62%	0.96%	1.85%		
Don't know	6	2	4	-	2	1	-	1	2	2	4	3	3	-	6	-	-	-	-	-	-	3	2	-	1	6	-	6	-	1	2	2	2	1	-	-	5	-	-	1	-	1	3	2		
	0.12%	0.08%	0.16%	-	0.26%	0.12%	-	0.11%	0.17%	0.16%	0.11%	0.10%	0.17%	-	0.14%	-	-	-	-	-	-	0.66%	0.31%	-	0.27%	0.14%	-	0.12%	-	0.07%	0.14%	0.22%	0.08%	-	-	0.17%	-	-	0.09%	-	-	0.07%	0.14%	0.16%		
Prefer not to answer	47	28	18	7	23	7	3	4	4	4	22	14	30	3	27	19	-	7	5	5	3	4	10	4	1	39	2	5	46	1	3	18	14	12	-	-	36	5	2	4	-	6	10	2		
	0.94%	1.13%	0.72%	1.50%	2.94%	0.83%	0.33%	0.44%	0.34%	0.32%	0.60%	0.45%	1.65%	3.19%	0.62%	3.01%	-	1.30%	1.20%	1.06%	0.81%	0.88%	1.53%	0.60%	0.27%	0.94%	0.76%	1.18%	0.95%	0.56%	0.20%	1.26%	1.55%	0.99%	-	-	1.22%	1.05%	1.05%	0.35%	-	0.44%	0.48%	0.16%		

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolutes/col percents

Table 29
 Please indicate which of the following best describes your current working status.
 Base: All respondents

	Gender			Age							Disability		Tenure		Ethnicity		Region										Social Grade				Education					Working status					Income					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-65	65+	Yes	No	Owned	Rented	Rent free	White	Other ethnicity	North East	North West	Yorkshire and the Humber	West Midlands	East Midlands	East of England	London	South East	South West	NET: England	Wales	Scotland	NET: GB	North Ireland	AB	C1	C2	DE	Degree or higher	Up to degree	Working	Not Working	Student	Retired	House person	Up to £21k	£21k-£41k	£41k+		
Unweighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245		
Weighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245		
NET: Working	2949	1492	1445	305	634	694	677	503	177	471	2406	1811	1091	47	2466	459	110	318	252	278	212	261	420	378	222	2451	146	243	2840	109	915	941	626	466	1604	1304	2949	-	-	-	-	506	1267	1013		
	58.78%	60.06%	57.55%	65.17%	80.97%	82.52%	73.35%	55.40%	14.92%	37.59%	65.15%	58.29%	60.08%	50.00%	56.74%	72.63%	53.92%	59.89%	60.43%	59.78%	57.45%	57.36%	64.42%	56.33%	58.89%	59.06%	55.51%	57.31%	56.71%	60.56%	61.91%	65.94%	69.48%	38.54%	67.42%	60.44%	100.00%	-	-	-	-	37.15%	60.74%	81.37%		
NET: In employment	2529	1335	1293	284	599	625	596	430	132	403	2171	1612	975	42	2184	426	99	285	224	260	185	229	375	328	197	2162	122	219	2529	100	831	835	548	413	1438	1158	2628	-	-	-	-	388	1147	956		
	52.40%	53.74%	51.10%	60.68%	76.50%	74.32%	64.57%	47.36%	11.13%	32.16%	59.69%	51.88%	53.69%	44.68%	50.25%	67.41%	48.53%	52.78%	53.72%	55.91%	50.14%	50.33%	57.52%	48.88%	52.25%	52.58%	48.67%	51.65%	52.28%	55.56%	56.22%	58.51%	60.93%	34.16%	60.45%	44.80%	89.15%	-	-	-	-	28.49%	54.99%	76.79%		
Working full time - working 30 hours per week or more	1927	1122	801	205	488	491	425	288	50	247	1639	1181	719	27	1592	318	72	212	171	192	117	158	265	226	153	1586	89	169	1844	83	673	615	394	245	1140	756	1927	-	-	-	-	142	860	830		
	38.41%	45.17%	31.90%	43.80%	62.32%	58.38%	46.05%	31.72%	4.22%	19.71%	45.06%	38.01%	39.59%	28.72%	36.63%	50.32%	35.29%	39.26%	41.01%	41.29%	31.71%	34.73%	43.71%	33.68%	40.58%	38.22%	33.84%	39.86%	38.12%	46.11%	45.53%	43.10%	43.73%	20.26%	47.92%	29.25%	65.34%	-	-	-	-	10.43%	41.23%	66.67%		
Working part-time - working between 8 and 29 hours per week	702	213	482	79	111	134	171	142	82	156	532	431	256	15	592	108	27	73	53	68	68	71	90	102	44	596	39	50	685	17	158	220	155	168	298	402	702	-	-	-	-	246	267	126		
	13.99%	8.57%	19.20%	16.88%	14.18%	15.93%	18.53%	15.64%	6.91%	12.45%	14.63%	13.87%	14.10%	15.96%	13.62%	17.00%	13.24%	13.52%	12.71%	14.62%	18.43%	15.60%	13.60%	11.67%	14.36%	14.83%	11.79%	14.16%	9.44%	10.69%	15.42%	17.20%	13.90%	12.53%	15.55%	23.80%	-	-	-	-	18.06%	13.76%	10.12%			
NET: Self-employed	320	157	162	21	35	69	81	73	45	68	235	199	116	5	282	33	11	33	28	18	27	32	45	50	25	269	18	24	311	9	84	106	77	53	166	146	320	-	-	-	-	118	120	57		
	6.38%	6.32%	6.45%	4.49%	4.47%	8.20%	8.78%	8.04%	3.79%	5.43%	6.46%	6.40%	6.39%	5.32%	6.49%	5.22%	5.39%	6.11%	6.71%	3.87%	7.32%	7.03%	6.90%	7.45%	6.63%	6.48%	6.84%	5.66%	6.43%	5.00%	5.68%	7.43%	8.55%	4.38%	6.98%	5.65%	10.85%	-	-	-	-	8.66%	5.75%	4.58%		
Self-employed - working 30 hours per week or more	136	75	61	10	17	33	49	20	7	22	108	74	60	2	118	18	5	17	14	8	13	12	19	20	5	113	8	13	134	2	32	49	37	18	72	60	136	-	-	-	-	42	53	30		
	2.71%	3.02%	2.43%	2.14%	2.17%	3.92%	5.31%	2.20%	0.59%	1.76%	2.97%	2.38%	3.30%	2.13%	2.72%	2.85%	2.45%	3.15%	3.36%	1.72%	3.52%	2.64%	2.91%	2.98%	1.33%	2.72%	3.04%	3.07%	2.77%	1.11%	2.17%	3.43%	4.11%	1.49%	3.03%	2.32%	4.61%	-	-	-	-	3.08%	2.54%	2.41%		
Self-employed - working between 8 and 29 hours per week	184	82	101	11	18	36	32	53	38	46	127	125	56	3	164	15	6	16	14	10	14	20	26	30	20	156	10	11	177	7	52	57	40	35	94	86	184	-	-	-	-	76	67	27		
	3.67%	3.30%	4.02%	2.35%	2.30%	4.28%	3.47%	5.84%	3.20%	3.67%	3.49%	4.02%	3.08%	3.19%	3.77%	2.37%	2.94%	2.96%	3.36%	2.15%	3.79%	4.40%	3.99%	4.47%	5.31%	3.76%	3.80%	2.59%	3.66%	3.89%	3.52%	3.99%	4.44%	2.89%	3.95%	3.33%	6.24%	-	-	-	-	5.58%	3.21%	2.17%		
NET: Not Working	1818	956	853	162	107	88	168	339	1001	877	1093	1166	607	45	1648	156	81	182	150	164	142	165	213	255	131	1493	98	168	1759	59	525	444	218	630	894	1112	-	-	478	190	1150	-	-	772	701	203
	36.24%	38.49%	33.97%	34.62%	13.67%	10.46%	18.20%	37.33%	84.40%	54.03%	30.05%	37.53%	33.43%	47.87%	37.92%	24.68%	39.71%	35.56%	35.97%	35.27%	38.48%	36.26%	32.67%	38.00%	34.75%	35.98%	37.26%	39.62%	36.37%	32.78%	35.52%	31.11%	24.20%	52.11%	29.17%	43.02%	-	-	100.00%	100.00%	100.00%	-	-	56.68%	33.60%	16.31%
Not working but seeking work or temporarily unemployed or sick	203	97	104	15	38	46	62	40	8	100	93	62	127	14	162	36	7	17	11	34	17	17	36	24	9	172	10	17	199	4	20	16	21	146	67	134	-	-	203	-	-	-	127	52	10	
	4.05%	3.90%	4.14%	3.21%	4.85%	5.47%	6.72%	4.41%	0.67%	7.98%	2.56%	2.00%	6.99%	14.89%	7.33%	5.70%	3.43%	3.15%	2.64%	7.31%	4.61%	3.74%	5.52%	3.58%	2.39%	4.14%	3.80%	4.01%	4.11%	2.22%	1.35%	1.12%	2.33%	12.08%	2.82%	5.18%	-	-	42.47%	-	-	9.32%	2.49%	0.80%		
Not working and not seeking work	275	131	142	9	30	36	88	112	6	207	59	106	158	11	262	11	17	31	33	27	28	25	22	30	14	227	14	21	262	13	19	21	14	221	82	190	-	-	275	-	-	-	182	62	14	
	5.48%	5.27%	5.66%	1.92%	3.83%	4.29%	9.53%	12.33%	0.51%	16.52%	1.62%	3.41%	8.70%	11.70%	6.03%	1.74%	8.93%	5.74%	7.91%	5.81%	7.59%	5.49%	3.37%	4.47%	3.71%	5.47%	5.33%	4.95%	5.43%	7.22%	1.47%	1.55%	19.28%	3.45%	7.35%	-	-	57.53%	-	-	13.36%	2.97%	1.12%			
Student	190	79	108	137	38	5	7	3	-	28	146	60	116	14	95	91	7	20	13	16	17	11	38	24	13	159	8	21	188	2	55	106	17	12	63	125	-	-	190	-	-	-	60	52	51	
	3.79%	3.18%	4.30%	29.27%	4.85%	0.59%	0.76%	0.33%	-	2.23%	4.01%	1.93%	6.39%	14.89%	2.19%	14.40%	3.70%	3.12%	3.44%	4.61%	2.42%	5.83%	3.58%	3.45%	3.83%	3.04%	4.95%	3.89%	1.11%	3.72%	7.43%	1.89%	0.99%	2.65%	4.84%	-	-	100.00%	-	-	-	4.41%	2.49%	4.10%		
Retired on a state pension only	262	89	173	-	1	-	-	4	259	112	145	163	95	4	257	4	10	32	16	20	10	27	31	47	23	216	16	24	256	6	23	27	36	176	60	200	-	-	-	-	262	-	-	153	77	6
	5.22%	3.58%	6.89%	-	0.13%	-	-	0.44%	21.84%	8.94%	3.99%	5.25%	5.23%	4.26%	5.91%	0.63%	4.90%	5.93%	3.84%	4.30%	2.71%	5.93%	4.75%	7.00%	6.10%	5.20%	6.08%	5.66%	5.29%	3.33%	1.56%	1.89%	4.00%	14.56%	2.52%	7.74%	-	-	22.78%	-	-	11.23%	3.69%	0.48%		
Retired with a private pension	888	560	326	1	-	1	11	180	728	230	650	775	111	2	872	14	40	92	77	67	70	85	86	130	72	719	50	85	854	34	408	274	130	75	422	463	-	-	888	-	-	-	250	458	122	
	17.70%	22.54%	12.98%	0.21%	-	0.12%	1.19%	19.82%	61.38%	18.36%	17.87%	24.94%	6.11%	2.13%	20.06%	2.22%	19.61%	17.04%	18.47%	14.41%	18.97%	18.68%	13.19%	19																						

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolutes/col percents

Table 29
 Please indicate which of the following best describes your current working status.
 Base: All respondents

	Gender		Age							Disability		Tenure		Ethnicity		Region													Social Grade					Education					Working status					Income		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-65	65+	Yes	No	Owned	Rented	Rent free	White	Other ethnicities	North East	North West	Yorkshire and the Humber	West Midlands	East Midlands	East of England	London	South East	South West	NET: England	Wales	Scotland	NET: GP	Northern Ireland	AB	C1	C2	DE	Degree or higher	Up to degree	Working	Not Working	Student	Retired	House person	Up to £21k	£21k - £31k	£31k+		
Weighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245		
House person, housewife, househusband, etc.	250	36	213	1	42	59	78	66	8	105	138	130	118	2	232	17	13	30	15	23	15	29	19	38	24	206	19	13	238	12	38	42	57	113	81	169	-	-	-	-	250	84	118	29		
	4.98%	1.45%	8.48%	0.21%	5.36%	7.02%	8.45%	7.27%	0.67%	8.38%	3.79%	4.18%	6.50%	2.13%	5.34%	2.69%	6.37%	5.56%	3.60%	4.95%	4.07%	6.37%	2.91%	5.66%	6.37%	4.96%	7.22%	3.07%	4.92%	6.67%	2.57%	2.94%	6.33%	9.35%	3.40%	6.54%	-	-	-	-	100.00%	6.17%	5.66%	2.33%		

Providers - Total Sample Including Boost
ONLINE Fieldwork: 3rd to 15th May 2024

Absolute/col percents

Table 30
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

	Gender			Age						Disability		Tenure		Ethnicity		Region											Social Grade				Education				Working status					Income					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-65	65+	Yes	No	Owned	Rented	Rent free	White	Other ethnicity	North East	North West	Yorkshire and the Humber	West Midlands	East Midlands	East of England	London	South East	South West	NET: England	Wales	Scotland	NET: GB	Northern Ireland	AB	C1	C2	DE	Degree or higher	Up to degree	Working	Not Working	Student	Retired	House person	Up to £21k	£21k - £41k	£41k+	
Unweighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245	
Weighted base	5017	2484	2511	468	783	841	923	908	1186	1253	3637	3107	1816	94	4346	632	204	540	417	465	369	455	652	671	377	4150	263	424	4837	180	1478	1427	901	1209	2379	2585	2949	478	190	1150	250	1362	2086	1245	
Up to £7,000	(3.5)	162	84	97	25	22	26	42	40	13	58	101	60	99	3	125	36	10	16	15	13	17	24	17	8	135	9	15	159	3	19	28	18	97	53	109	50	77	17	10	8	162	-	-	
£7,001 to £14,000	(10.5)	527	218	308	31	52	62	108	135	169	222	368	237	278	12	473	51	21	47	45	61	45	60	38	455	24	63	612	15	55	110	55	307	161	363	181	132	25	154	41	527	-	-		
£14,001 to £21,000	(17.5)	673	299	372	21	62	84	139	149	230	250	408	376	292	5	597	69	30	85	59	56	57	64	68	93	52	564	39	54	657	16	101	212	97	263	219	450	275	106	18	239	35	673	-	-
£21,001 to £28,000	(24.5)	877	427	442	42	99	139	192	175	243	242	615	507	355	15	793	74	44	107	78	99	58	75	73	110	68	712	53	79	844	33	210	300	157	210	390	479	479	66	16	258	58	877	-	-
£28,001 to £34,000	(31)	716	357	358	44	104	144	128	123	186	150	557	474	234	8	643	71	30	75	62	57	61	68	82	93	71	599	45	58	702	14	238	226	139	113	353	361	448	29	24	174	41	716	-	-
£34,001 to £41,000	(37.5)	482	276	215	40	78	104	88	74	115	98	388	327	163	3	427	64	18	65	31	29	40	46	75	75	28	407	22	46	475	18	174	148	101	70	266	224	340	19	12	102	19	483	-	-
£41,001 to £48,000	(44.5)	332	188	143	55	75	49	50	51	62	49	278	247	80	5	291	39	15	26	31	48	20	19	59	37	24	279	21	19	319	13	132	97	84	19	182	149	243	9	11	57	12	332	-	-
£48,001 to £55,000	(51.5)	236	128	108	30	59	41	39	39	32	30	205	157	74	5	198	38	11	17	23	22	13	23	38	24	18	189	13	21	223	13	91	64	56	25	155	80	194	6	6	23	7	236	-	-
£55,001 to £62,000	(58.5)	167	97	70	25	56	34	25	14	15	23	142	119	45	3	126	40	4	17	12	16	9	19	26	20	17	140	2	13	155	12	69	49	33	16	110	55	140	3	7	15	2	167	-	-
£62,001 to £69,000	(65.5)	116	65	53	18	34	11	11	10	14	102	89	26	3	97	21	2	12	13	5	9	12	16	19	11	99	4	6	109	9	60	28	25	5	84	34	106	1	3	6	2	116	-	-	
£69,001 to £76,000	(72.5)	113	59	53	19	29	30	12	14	10	15	96	12	5	97	16	2	14	5	10	8	16	18	13	8	94	8	5	107	6	55	25	27	6	78	35	98	2	3	7	3	113	-	-	
£76,001 to £83,000	(79.5)	84	48	35	19	18	17	11	14	6	6	78	65	16	3	64	20	3	8	5	4	7	21	11	6	69	4	7	80	4	49	20	11	4	59	25	74	2	1	6	1	84	-	-	
£83,001 or more	(86)	195	115	80	38	46	44	35	17	17	23	167	154	31	10	156	36	5	15	9	16	8	23	42	36	9	163	6	15	184	11	139	27	28	1	146	49	158	20	14	2	195	-	-	
Prefer not to answer		324	143	181	61	51	33	43	52	89	69	212	199	111	14	259	57	9	36	29	27	24	26	50	53	21	275	13	23	311	13	86	93	70	73	123	172	163	31	27	84	19	-	-	
Average income (£000s)		33.27	35.24	31.32	42.91	40.40	36.88	30.52	28.56	27.68	25.91	35.87	36.42	27.54	40.81	32.70	37.46	30.13	32.09	31.45	31.75	30.69	34.71	37.85	34.02	33.07	33.35	31.53	30.94	33.03	39.54	42.98	32.16	35.75	20.84	38.61	28.32	38.68	17.93	34.63	26.82	26.35	13.13	29.80	61.10