

HOUSING EXECUTIVE TENANT PERCEPTIONS, AWARENESS AND EXPERIENCES OF WELFARE REFORM: APPENDIX TABLES

1.1 HAVE YOU AND/OR YOUR PARTNER BEEN AFFECTED BY ANY OF THE FOLLOWING WELFARE CHANGES? (VQ1)

Base = 874	Yes	No	Not Sure	Total
Benefit Cap	* 1%	52,996 92%	4111 7%	57,527 100%
Changes from DLA to PIP	4631 8%	48,197 84%	4699 8%	57,257 100%
Changes to ESA permitted work rules	* 1%	51,783 90%	5143 9%	57,527 100%
Housing Benefit temporary absence outside NI reduction from 13 to 4 weeks	* 0%	54,110 94%	3330 6%	57,527 100%
Housing Benefit backdating changes-limited to 1 month	* 0%	53,501 93%	3880 7%	57,527 100%
Move to Universal Credit	* 1%	52,180 91%	4989 9%	57,527 100%
Removal of Family Premium from Housing Benefit	* 0%	53,646 93%	3881 7%	57,527 100%
Removal of Child Tax Credit/Housing Benefit for third or subsequent child	* 1%	53,934 94%	2865 5%	57,527 100%
None of the above	43,440 76%	9537 17%	4550 8%	57,527 100%

1.2 HOUSEHOLDS AFFECTED BY AT LEAST ONE WELFARE REFORM (VQ1)

	N (%)
Yes	5793 10
No	43,440 76
Not Sure	8294 14
Total	57,527 100

1.3 DO YOU AND/OR YOUR PARTNER RECEIVE ANY OF THE FOLLOWING WELFARE SUPPLEMENTARY PAYMENTS (WSPS)? (VQ3A)

Base = 874	Yes	No	Not Sure	Total
Benefit Cap WSP	* 0%	52,043 91%	5448 10%	57,527 100%
Carer's Allowance WSP	3780 7%	49,650 86%	4097 7%	57,527 100%
Employment Support Allowance WSP	4493 7%	47,701 83%	5333 9%	57,527 100%
Personal Independence Payment WSP	2109 4%	50,718 88%	4700 8%	57,527 100%
Social Sector Size Criteria 'bedroom tax' WSP	3602 6%	48,017 84%	5908 10%	57,527 100%
Universal Credit Transitional Protection	* 0%	52,558 91%	4896 9%	57,527 100%

1.4 DOES THE SSSC/BEDROOM TAX CURRENTLY APPLY TO YOUR HOUSEHOLD? (VQ2)

Base = 874	N (%)
Yes	4758
No	35,061
No I do not receive Housing Benefit	8743
Not Sure	9058
Total	57,527 100

1.5 IF YOU HAD TO MAKE A CONTRIBUTION/INCREASED CONTRIBUTION TO YOUR RENT, WHAT LEVEL OF CONTRIBUTION PER WEEK WOULD YOU CURRENTLY BE ABLE TO AFFORD/NOT AFFORD? (VQ21)

Base = 874	Afford	Struggle to Afford	Could not Afford	Total
Less than £5.00	20,456 36%	12,593 22%	24,479 43%	57,527 100%
£5.00 - £9.99	8782 15%	13,370 23%	35,375 62%	57,527 100%
£10.00 - £14.99	3394 6%	9660 17%	44,473 77%	57,527 100%
£15.00 - £19.99	1899 3%	5982 10%	49,646 86%	57,527 100%
£20.00 - £24.99	* 2%	3974 7%	52,501 91%	57,527 100%
£25.00 - £29.99	* 2%	3280 6%	53,287 93%	57,527 100%
£30.00 - £35.00	* 2%	3000 5%	53,673 93%	57,527 100%
More than £35.00	* 1%	2802 5%	53,934 94%	57,527 100%

1.6 LEVEL OF INCREASED WEEKLY FINANCIAL CONTRIBUTION HOUSEHOLDS COULD CURRENTLY AFFORD TO COVER RENTAL SHORTFALL BY HEALTH STATUS OF HRP: HRP WITH AN ILLNESS AND/OR DISABILITY THAT LIMITS ACTIVITY

	Afford	Struggle to Afford	Could not Afford	Total
Less than £5.00	9279 33%	5933 21%	12,728 46%	27,940 100%
£5.00 - £9.99	2741 10%	6736 24%	18,462 66%	27,940 100%
£10.00 - £14.99	* 2%	4296 15%	23,032 82%	27,940 100%
£15.00 - £19.99	* 2%	2097 8%	25,389 91%	27,940 100%
£20.00 - £24.99	* 1%	* 5%	26,305 94%	27,940 100%
£25.00 - £29.99	* 1%	* 4%	26,504 95%	27,940 100%
£30.00 - £35.00	* 1%	* 4%	26,504 95%	27,940 100%
More than £35.00	* 1%	* 4%	26,607 95%	27,940 100%

1.7 LEVEL OF INCREASED WEEKLY FINANCIAL CONTRIBUTION HOUSEHOLDS COULD CURRENTLY AFFORD TO COVER RENTAL SHORTFALL BY HEALTH STATUS OF HRP: HRP WITH NO ILLNESS AND/OR DISABILITY THAT LIMITS ACTIVITY

Base = 874	Afford	Struggle to Afford	Could not Afford	Total
Less than £5.00	11,176 38 %	6660 23%	11,752 40%	29,588 100%
£5.00 - £9.99	6041 20%	6634 22%	16,912 57%	29,587 100%
£10.00 - £14.99	2783 9%	5365 18%	21,440 73%	29,588 100%
£15.00 - £19.99	* 5%	3886 13%	24,256 82%	29,588 100%
£20.00 - £24.99	* 2%	2714 9%	26,196 89%	29,588 100%
£25.00 - £29.99	* 2%	2219 8%	26,784 91%	29,588 100%
£30.00 – £35.00	* 2%	1939 7%	27,169 92%	29,588 100%
More than £35.00	* 2%	1780 6%	27,328 92%	29,588 100%

1.8 IF YOU WERE TO MAKE A NEW CLAIM FOR UNIVERSAL CREDIT HOW EASY/DIFFICULT WOULD IT BE FOR YOUR HOUSEHOLD TO COPE IF YOU HAD TO WAIT SIX WEEKS BEFORE YOUR BENEFIT STARTED? (VQ11)

Base = 874	N (%)
Very easy	2840 5
Easy	2156 4
Not sure	11,505 20
Difficult	4941 9
Very difficult	36,027 63
Not applicable	* 0%
Total	57,527 100

1.9 DIFFICULTY LEVELS FOR HOUSEHOLD COPING WITH SIX WEEK WAITING PERIOD BETWEEN MAKING A NEW CLAIM FOR UNIVERSAL CREDIT AND RECEIVING THIS BENEFIT BY AGE BAND OF HRP (VQ11)

Base = 874	Very easy/ Easy	Not sure	Difficult/ Very difficult	Total
16-34	* 11%	3739 24%	10,296 66%	15,701 100
35-54	2385 9%	5090 19%	19,903 73%	27,378 100
55-63	* 7%	2675 19%	10,769 75%	14,389 100

1.10 HAVE YOU EVER COMPLETED AN OFFICIAL GOVERNMENT FORM ONLINE VIA THE INTERNET? (VQ22)

Base = 874	N (%)
Yes	9217 16
No	48,310 84
Total	57,527 100

1.11 HOW CONFIDENT DO YOU/WOULD YOU FEEL COMPLETING APPLICATION FORMS ONLINE? (VQ23)

Base = 874	N (%)
Really confident	8032 14
Confident	10,923 19
Not sure	6833 12
Not confident	6861 12
Really not confident	24,878 43
Total	57,527 100

1.12 HOUSEHOLD REFERENCE PERSONS' CONFIDENCE LEVELS IN COMPLETING ONLINE APPLICATION FORMS BY HRP AGE BANDS

	16 - 34	35 - 54	55 - 63
Really confident	3628 23%	3720 14%	* 5%
Confident	4384 28%	5593 20%	* 7%
Not sure	2663 17%	2880 11%	* 9%
Not confident	* 11%	3369 12%	1807 13%
Really not confident	3341 21%	11,816 43%	9721 67%
Total	15,701 100%	27,378 100%	14,448 100%

1.13 HOUSEHOLD REFERENCE PERSONS' CONFIDENCE LEVELS IN COMPLETING ONLINE APPLICATION FORMS BY HEALTH STATUS OF HRP

	HRP with health issue and/or disability	HRP with no health issue and/or disability
Really confident	2091 8%	5941 20%
Confident	2421 9%	8501 29%
Not sure	2534 9%	4299 15%
Not confident	3955 14%	2906 10%
Really not confident	16,937 61%	7941 27%
Total	27,938 100%	29,588 100%

1.14 WHO, IF ANYONE, WOULD YOU ASK FOR HELP IF YOU NEEDED TO APPLY FOR BENEFITS ONLINE? (VQ24)

Base = 874	N (%)
Family	26,411 46
Friends	11,847 21
No one, don't need help	13,655 24
Advice sector	7053 12
Housing Executive staff	3631 6
Local representative's office	3399 6
Other	1797 3
Support staff	* 3
Community group	* 2
Department for Communities	* 1

Multiple responses allowed so totals exceed 100%

1.15 IN THE LAST YEAR DID YOUR HOUSEHOLD HAVE TO TAKE ANY OF THE FOLLOWING ACTIONS DUE TO FINACNIAL PRESSURES OR CHANGES TO BENEFIT? (VQ4)

Base = 874	Yes	No	Not Applicable	Total
Cut back on food shopping	11,095 19%	46,432 81%	* 0%	57,527 100%
Financial help from family or friends	10,525 18%	47,002 82%	* 0%	57,527 100%
Delay paying other bills (e.g. phone, insurance, TV)	6841 12%	50,686 88%	* 0%	57,527 100%
Delay paying fuel bills (e.g. gas, electricity or oil)	5560 10%	51,967 90%	* 0%	57,527 100%
Postponed visit to the dentist	4412 8%	53,115 92%	* 0%	57,527 100%
Delay paying loans or repayments (e.g. credit cards etc.)	3765 7%	44,761 78%	9001 16%	57,527 100%
Cut back on car fuel	3254 6%	38,443 67%	15,831 28%	57,527 100%
Overdrawn from a bank account to pay rent	2926 5%	45,385 79%	9217 16	57,527 100%
Delayed/did not pay rent for more than 2 weeks /went into arrears	2693 5%	54,834 95%	* 0%	57,527 100%
Borrowed money from bank/credit union	2653 5%	54,874 95%	* 0%	57,527 100%
Pawned or sold something to get cash	* 2%	56,284 98%	* 0%	57,527 100%
Borrowed money from a payday lender	* 2%	56,458 98%	* 0%	57,527 100%
Visited a food bank	* 2%	56,370 98%	* 0%	57,527 100%
Used credit card to pay rent due to lack of income	* 0%	43,823 76%	13,284 23%	57,527 100%
Other	* 0%	57,376 100%	* 0%	57,527 100%

1.16 THINKING OF YOUR HOUSEHOLD'S CURRENT INCOME, CAN YOUR HOUSEHOLD AFFORD THE FOLLOWING PURCHASES, OR WOULD YOU STRUGGLE TO AFFORD THE PURCHASE OR NOT AFFORD IT? (VQ5)

Base = 874	Afford	Struggle to Afford	Could not Afford	Total
Regular payments into occupational or private pension	9850 17%	9149 16%	38,528 67%	57,527 100%
Pay for unexpected bill of £500	6318 11%	14,150 25%	37,059 64%	57,527 100%
Holiday away from home for one week a year, not staying with family	10,204 18%	10,742 19%	36,581 64%	57,527 100%
Regular savings (£20 a month) for rainy days	13,330 23%	14,125 25%	30,072 52%	57,527 100%
Run a car	16,286 28%	14,027 24%	27,214 47%	57,527 100%
Purchased home contents insurance	17,507 30%	15,403 27%	24,617 43%	57,527 100%
Pay for recommended dental work	19,889 35%	17,077 30%	20,561 36%	57,527 100%
Replace any worn out furniture	19,274 34%	24,343 42%	13,910 24%	57,527 100%
Have friends or family for a drink or meal at least once a month if desired	28,939 50%	15,713 27%	12,876 22%	57,527 100%
Replace broken electrical goods	22,987 40%	24,014 42%	10,526 18%	57,527 100%
Replace worn out clothes and shoes with new (not second hand) ones	26,158 46%	22,848 40%	8520 15%	57,527 100%
Keep home in reasonable decorative order	38,316 67%	16,285 28%	2927 5%	57,527 100%
Eat meat, fish or vegetarian equivalent every other day	43,187 75%	12,799 22%	* 3%	57,527 100%
Eat fresh fruit and vegetables every day	44,401 77%	11,517 20%	1609 3%	57,527 100%
Keep home adequately warm	42,884 75%	13,639 24%	* 2%	57,527 100%

1.17 IS THERE ANYTHING THAT WOULD PREVENT YOU AND/OR YOUR PARTNER FROM SEEKING TO EARN MORE MONEY? (VQ7)

Base = 874	N (%)
Yes	37,861 66
No	16,000 28
Don't know	3666 6
Total	57,527 100

1.18 WOULD ANY OF THE FOLLOWING FACTORS PREVENT YOU AND/OR YOUR PARTNER SEEKING TO EARN MORE MONEY? (VQ8A)

Base = 874	N (%)
Health (i.e. in poor/has a disability etc.)	25,465 67
Caring responsibilities (incl. looking after home/children)	9813 26
Childcare costs	4871 13
Lack of access to childcare	3014 8
Lack of jobs available	2455 7
Lack qualifications/skills	1898 5
Current employer not able to increase hours	* 3
Adverse impact on benefit entitlement	* 3
Cost of travelling	* 2
Too low pay (financially not rewarding)	* 2
Lack of public transport	* 0%
Other, please specify	1676 4

Multiple responses allowed so totals exceed 100%

1.19 WHICH OF THESE FACTORS PREVENTING YOU AND/OR YOUR PARTNER SEEKING TO EARN MORE MONEY WOULD BE THE **MAIN** REASON? (VQ8B)

Base = 567	N (%)
Health (i.e. in poor/has a disability etc.)	24,091 64
Caring responsibilities (incl. looking after home/children)	7481 20
Childcare costs	1794 5
Lack of jobs available	* 2
Current employer not able to increase hours	* 2
Lack of access to childcare	* 2
Adverse impact on benefit entitlement	* 1
Too low pay (financially not rewarding)	* 1
Lack qualifications/skills	* 0%
Other, please specify	* 2
Missing data/Non response	19,666 34
Total	37,861 100

1.20 IF YOU HAD LESS INCOME THAN YOU CURRENTLY HAVE NOW TO COVER YOUR CURRENT RENT/HOUSEHOLD BILLS HOW LIKELY OR UNLIKELY WOULD YOU/YOUR PARTNER BE TO...? (VQ6)

Base = 874	Likely	Unsure	Unlikely	Not Applicable	Total
Stay in your current home and manage from a reduced budget	32,155 56%	5209 9%	20,163 35%	* 0%	57,527 100%
Seek out a money advice service provided by NIHE	13,161 23%	11,076 19%	33,290 58%	* 0%	57,527 100%
Seek out a money advice service provided by an independent agency	12,885 22%	10,655 19%	33,987 59%	* 0%	57,527 100%
Borrow money from somewhere	12,652 22%	9917 17%	34,958 61%	* 0%	57,527 100%
Source extra income e.g. through extra work to pay the rent	8911 16%	4593 8%	44,023 77%	* 0%	57,527 100%
Try to increase hours in current job	8112 14%	2673 5%	8893 16%	37,849 66%	57,527 100%
Look for a better paid job	8004 14%	2524 4%	9258 16%	37,741 66%	57,527 100%
Look for additional work or an extra job	6728 12%	2810 5%	10,355 18%	37,635 66%	57,527 100%
Ask other people outside your household for help to pay the rent	5060 9%	4791 8%	47,676 83%	* 0%	57,527 100%
Ask other people within your households for extra help to pay the rent	4134 7%	3772 7%	49,621 86%	* 0%	57,527 100%
Apply for a transfer/exchange to a property (NIHE/HA) with fewer bedrooms	3702 6%	4796 8%	49,030 85%	* 0%	57,527 100%
Remain in home and allow rent to go into arrears	3601 6%	6066 11%	47,860 83%	* 0%	57,527 100%
Ask another family member to move in	1927 3%	4009 7%	51,591 90%	* 0%	57,527 100%
Take in a lodger	* 1%	2121 4%	54,792 95%	* 0%	57,527 100%
Ask a non-dependant adult to leave home	* 1%	* 3%	55,690 97%	* 0%	57,527 100%
Seek employment or continue to seek employment	5444 10%	3133 5%	8480 15%	40,470 70%	57,527 100%

1.21 WHICH OF THE FOLLOWING, IF ANY, WOULD YOU GO TO AS A SOURCE OF ADVICE AND ASSISTANCE IN RELATION TO THE IMPACTS OF ANY WELFARE CHANGES? (VQ9)

Base = 874	N (%)
Advice service e.g. CAB, Advice NI, Housing Rights	25,966 45
Family	22,475 39
Friends	11,497 20
None of the above	9829 17
Community organisations	6059 11
Local representatives (Cllr/MLA/MP)	5575 10
NIHE Patch Manager	5272 9
NIHE accounts staff	3545 6
Other NIHE staff	3242 6
Other	* 3

Respondents answered all that applied

1.22 WHICH OF THE FOLLOWING, IF ANY, WOULD YOU GO TO AS YOUR MAIN SOURCE OF ADVICE AND ASSISTANCE IN RELATION TO THE IMPACTS OF ANY WELFARE CHANGES? (VQ9B)

Base = 874	N (%)
Advice service e.g. CAB, Advice NI, Housing Rights	18,426 32
Family	14,978 26
Friends	3619 6
Community organisations	2323 4
Local representatives (Cllr/MLA/MP)	1991 4
NIHE Patch Manager	2445 4
NIHE accounts staff	* 2
Other NIHE staff	* 2
Other	* 2
None of the above	9829 17
Total	57,527 100

1.23 HAVE YOU ALREADY DISCUSSED CURRENT/POTENTIAL IMPACTS OF WELFARE CHANGES WITH ANY OF THE FOLLOWING? (VQ10)

Base = 874	N (%)
Family	14,752 26
Friends	8502 15
Advice service e.g. CAB, Advice NI, Housing Rights	5151 9
Community organisations	2170 4
NIHE Patch Manager	1694 3
Local representatives (Cllr, MLA, MP)	* 2
NIHE accounts staff	* 1
Other NIHE staff	* 1
Other	28,729 50
Total	63,782 100

Multiple responses allowed so totals exceed 100%

APPENDIX 2: CTOS QUESTIONNAIRE ADDITIONAL ANALYSIS APPENDIX TABLES

2.1 WILL ANY OF THE WELFARE CHANGES AFFECT YOU/YOUR HOUSEHOLD PERSONALLY?
(S7Q12)

Base = 874	N (%)
Yes, welfare changes ALREADY affect me/my household	2768 5
Yes, welfare changes WILL affect me/my household in the future	5105 9
No, welfare changes WON'T affect me/my household	13,319 23
I am aware of welfare changes but not sure how they may affect me/my household	17,970 31
I am not aware of any of the welfare changes	18,365 32
Total	57,527 100

2.2 IF WELFARE CHANGES WON'T AFFECT YOUR HOUSEHOLD PLEASE STATE WHY (S7Q14)

Base = 209	N (%)
Do not receive benefits/I have/ plan on getting a job	5219 39
I was told/heard that they won't	2040 15
All rooms are occupied (bedroom tax won't affect me)	2687 20
Due to circumstances (pensioner/children/disability)	* 9
I pay the rent	* 8
Don't know/Don't think they will	1745 13
Total	13,915 100

2.3 HOW WELL/POORLY INFORMED DO YOU FEEL ABOUT WELFARE CHANGES? (S7Q16)

Base = 874	N (%)
Very well informed	4409 8
Quite well informed	9034 16
Neither well nor poorly informed	17,494 30
Quite poorly informed	8477 15
Very poorly informed	18,113 32
Total	57,527 100

2.4 HOW DID YOU FIND OUT ABOUT WELFARE CHANGES? (S7Q15)

Base = 593	N (%)
Received letter from the Housing Executive	11,182 29
Received leaflet 'Benefits are changing'	5913 15
Visit to a local Housing Executive office	* 1
Telephoned a Housing Executive office	* 0f
Jobs and Benefits office	* 3
NI Direct website	* 2
Telephoned the Welfare Changes helpline	* 1
Other	23,482 60

Multiple response question so totals do not equal 100%

2.5 HOW DID YOU FIND OUT ABOUT WELFARE CHANGES AND HOW THEY WILL AFFECT YOU?
(OTHER SOURCES) (S7Q15oth)

Base = 343	N (%)
Media – TV/news/radio/newspaper	10,926 47
Word of mouth	4884 21
Not applicable/don't get benefits	1958 8
Don't know/not sure/can't remember	1905 8
Did not receive any information	1842 8
Advice centre/Community groups	1146 5
Internet – other than NI Direct website	* 2
Through work	* 1
Housing Executive came to visit	* 0%
Total	23,482 100

2.6 WHAT WAS THE MAIN METHOD FROM WHICH YOU FOUND OUT ABOUT WELFARE CHANGES? (S715B)

Base = 593	N (%)
Received letter from Housing Executive	9845 25
Received leaflet 'Benefits are Changing'	4856 12
Jobs and Benefits office	* 2
NI Direct website	* 2
Visit to a local Housing Executive office	* 1
Telephoned a Housing Executive office	* 0%
Other	22,364 57
Total	39,161 100

2.7 HOW CONCERNED/UNCONCERNED ARE YOU ABOUT WELFARE CHANGES AND HOW THEY MAY AFFECT YOU/YOUR HOUSEHOLD PERSONALLY? (S7Q17)

Base = 874	N (%)
Not at all concerned	32,495 57
Slightly concerned	9586 17
Somewhat concerned	6436 11
Moderately concerned	3088 5
Extremely concerned	5922 10
Total	57,527 100

2.8 CONCERN ABOUT WELFARE CHANGES BY AGE BAND OF HOUSEHOLD REFERENCE PERSON

Base = 874	16-34	35-54	55-63
Not at all concerned	9698 62%	15,307 56%	7489 52%
Slightly concerned	2503 16%	4870 18%	2214 15%
Somewhat concerned	1957 13%	2601 10%	1879 13%
Moderately concerned	* 4%	* 4%	* 8%
Extremely concerned	* 5%	3398 12%	1671 12%
Total	15,700 100%	27,379 100%	14,449 100%

2.9 REASONS WHY YOU ARE NOT CONCERNED ABOUT WELFARE CHANGES AND HOW THEY MAY AFFECT YOU PERSONALLY (S7Q18)

Base = 487	N (%)
Won't affect me/do not think it will affect me	20,780 64
Do not know what is happening yet/don't know anything about it	9110 28
Other	2605 8
Total	32,495 100

2.10 REASONS FOR CONCERN ABOUT WELFARE CHANGES AND HOW THEY MAY AFFECT YOU PERSONALLY (S7Q19)

Base = 399	N (%)
Uncertainty/don't know enough about it	14,750 58
Might affect my finances	8308 32
Bedroom tax – having to move or financial cost	1856 7
Other	* 2
Total	25,849 100

2.11 DO YOU OR ANY MEMBER OF YOUR HOUSEHOLD HAVE ACCESS TO THE INTERNET? (S5Q2)

Base = 874	Yes	No	Total
Yes, have access to internet from home	42,394 74%	15,133 26%	57,527 100%
Yes, access to the internet outside of home i.e. work, library etc.	* 3%	55,782 97%	57,527 100%
Yes, access to internet using mobile phone/smartphone	8207 14%	49,320 86%	57,527 100%
Do NOT have access to the internet	13,359 23%	44,168 77%	57,527 100%

2.12 DO YOU HAVE AN EMAIL ADDRESS? (S5Q12)

Base = 874	N (%)
Yes	31,818 55
No	25,709 45
Total	57,527 100

2.13 DIGITAL INCLUSION OF RESPONDENTS BY AGE BAND OF HRP

Base = 874	Has access to internet from home	Has access to internet from smartphone	Have access to the internet outside of the home i.e. work, library etc.	Do not have access to the internet
16 - 34	13,591 87%	3554 23%	* 6%	1326 8%
35 - 54	20,592 75%	3445 13%	* 3%	6150 23%
55 - 63	8211 57%	1209 8%	* 0%	5883 41%

(* is proportion of respondents who answered 'yes')

2.14 DIGITAL INCLUSION OF RESPONDENTS BY URBAN/RURAL

Base = 874	Has access to internet from home	Has access to internet from smartphone	Have access to the internet outside of the home i.e. work, library etc.	Do not have access to the internet
Urban	37,015 75%	7175 15%	1622 3%	10,673 22%
Rural	5379 64%	1032 12%	* 2%	2886 40%

(% is proportion of respondents who answered 'yes')

2.15 DO YOU HAVE A MOBILE PHONE? (S5Q5)

Base = 874	N (%)
Yes	55,216 96
No	2311 4
Total	57,527 100

2.16 ACCESS TO INTERNET FROM HOME BY HEALTH STATUS: HRP WITH AN ILLNESS AND/OR DISABILITY THAT LIMITS ACTIVITY

Base = 874	Yes	No	Total
Has access to internet from home	18,219 65%	9721 35%	27,940 100%
Has access to internet from smartphone	4075 15%	23,865 85%	27,940 100%
Do <u>not</u> have access to the internet	8887 32%	19,053 68%	27,940 100%

2.17 HRP WITH NO ILLNESS AND/OR DISABILITY THAT LIMITS ACTIVITY ACCESS TO INTERNET FROM HOME BY HEALTH STATUS: HRP WITH NO ILLNESS AND/OR DISABILITY THAT LIMITS ACTIVITY

Base = 874	Yes	No	Total
Has access to internet from home	24,175 82%	5413 18%	29,588 100%
Has access to internet from smartphone	4133 14%	25,455 86%	29,588 100%
Do <u>not</u> have access to the internet	4472 15%	25,115 85%	29,588 100%

2.18 DO YOU HAVE ANY OF THE FOLLOWING ACCOUNTS? (S7Q6)

Base = 874	Yes	No	Total
Bank/Building Society <u>current account</u>	45,537 79%	11,990 21%	57,527 100%
Bank/Building Society <u>savings account</u>	6146 11%	51,381 89%	57,527 100%
Credit Union account	4437 8%	53,090 92%	57,527 100%
Post Office account	7688 13%	49,839 87%	57,527 100%
None of the above	2081 4%	55,446 96%	57,527 100%

APPENDIX 3: CTOS QUESTIONNAIRE – DEMOGRAPHIC PROFILE

3.1 GENDER OF HRP (S10Q1)

Base = 874	N (%)
Male	18,389 32
Female	39,138 68
Total	57,527 100

3.2 AGE BANDS (S10Q1)

Base = 874	N (%)
16 - 35	14,317 25
36 - 54	28,761 50
55 - 63	14,449 25
Total	57,257 100

3.3 EMPLOYMENT STATUS OF HRP (S10Q1)

Base = 874	N (%)
Employed	18,682 33
Unemployed	12,682 22
Retired	* 1
Sick/disabled	16,551 29
Other (Inc. looking after family, higher education etc.)	8937 16
Total	57,527 100

3.4 DOES THE PERSON HAVE ANY LONG-TERM ILLNESS, HEALTH PROBLEMS OR DISABILITY WHICH LIMITS HIS/HER DAILY ACTIVITIES OR THE WORK HE/SHE CAN DO? (S10Q1)

Base = 874	N (%)
Has no health problems	29,588 51
Yes, has a health problem/ illness which limits activities	15,108 26
Yes, has BOTH a health problem/illness and disability	9653 17
Yes, has a disability which limits activities	3178 6
Total	57,257 100

3.5 WHAT IS THE TOTAL INCOME BEFORE TAX AND OTHER DEDUCTIONS OF YOURSELF AND YOUR PARTNER (IF YOU HAVE ONE)? (\$10Q2)

Base = 874	N (%)
£5,200 or less	3599 6
£5,201 - £10,400	15,874 28
£10,401 +	26,188 46
Refused/Don't know	11,866 21
Total	57,527 100

3.6 DOES THE HRP RECEIVE ANY OF THE FOLLOWING BENEFITS/TAX CREDITS? (S10Q3)

Base = 874	Yes	No	Don't know	Refusal	Total
Attendance Allowance	* 1%	56,284 98%	* 0%	* 1%	57,527 100%
Cares Allowance	6598 12	50,243 87	* 0%	* 1%	57,527 100%
Child Benefit	20,515 36	36,385 63	* 0%	* 1%	57,527 100%
Child Tax Credits	17,887 31	38,753 67	* 0%	* 1%	57,527 100%
Disability Living Allowance	15,820 28	41,028 71	* 0%	* 1%	57,527 100%
Employment and Support Allowance	17,497 30%	39,292 68%	* 0%	* 1%	57,527 100%
Housing Benefit	38,817 68	18,387 32	* 0%	* 1%	57,527 100%
Incapacity Benefit	1381 2%	55,460 96%	* 0%	* 1%	57,527 100%
Income Support	11,779 21%	45,069 78%	* 0%	* 1%	57,527 100%
Jobseekers Allowance	3447 6%	53,453 93%	* 0%	* 1%	57,527 100%
Personal Independent Payment	4601 8	52,108 91	* 0%	* 1%	57,527 100%
Severe Disability Living Allowance	1547 3	55,182 96	* 0%	* 1%	57,527 100%
Working Tax Credits	6605 12	50,094 87	* 0%	* 1%	57,527 100%