

# **The Health Foundation COVID-19 Survey – third poll**

**A report of survey findings**

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**Ipsos MORI**



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# 1. Background, context and methodology

# Background and context

The Health Foundation commissioned Ipsos MORI to conduct a representative poll of the general public in Great Britain to understand opinion on a range of issues including:

- Experience of using NHS services during the pandemic and perceptions as to how services are managing;
- The impact of Coronavirus on people's health and wellbeing, including mental health;
- Levels of support or opposition to the Government's handling of the Coronavirus pandemic;
- Attitudes towards the Government's contact tracing app;
- Views on Working Tax Credit and Universal Credit during the Coronavirus pandemic;
- Views on how social care should be paid for;
- Experiences of volunteering and receiving support during the Coronavirus pandemic.



# Methodology

The November survey was conducted by telephone on the Ipsos MORI CATI Omnibus survey, a weekly telephone omnibus survey of a representative sample of people aged 18 and over in Great Britain. **Fieldwork took place between 13<sup>th</sup> November and 24<sup>th</sup> November 2020. A total of 2,001 people were interviewed.** For the main sample, quotas were set on age, gender, ethnicity, Government Office Region and working status.

For the overall November findings, data has been weighted to the known population proportions for age within gender, Government Office Region and working status and social grade.

The July and May surveys were also conducted via telephone on the Ipsos MORI CATI Omnibus survey. In the July survey, a total of **2,246 people were interviewed between 17<sup>th</sup> July and 29<sup>th</sup> July 2020.** In addition to the people from Black, Asian and Minority Ethnic (BAME) backgrounds interviewed as part of the main sample in July, a booster survey was conducted. The July sample included a total of 423 interviews conducted with BAME participants, of which 181 participants were interviewed as part of the main sample and 242 as part of the booster sample. In the May survey, **a total of 1,983 people were interviewed between 1<sup>st</sup> and 10<sup>th</sup> May 2020.** Where questions were repeated in the July and November surveys, these have been included in the report against the May and July data for comparison, with significant differences commented upon.

Throughout the report findings will highlight, and make reference to, different sub-groups based on responses to certain questions. When interpreting the survey findings, it is important to remember that the results are based on a sample of the population, not the entire population. Consequently, results are subject to margins of error, and not all differences between sub-groups are statistically significant (i.e. a real difference). Differences between sub-groups which have been reported are all statistically significantly.

## 2. Executive summary

# Executive summary: The impact of Coronavirus

- **Concern about the risk that Coronavirus presents to the health and wellbeing of the nation remains high** and in line with July, with nearly nine in ten (86%) saying they are concerned.
- However, the public are **even more concerned about the risk to health and wellbeing of the knock-on impact of Coronavirus on lifestyles and the economy** (94%) than about the virus itself. Indeed, they are more likely to be very concerned than they were in July (up from 67% to 72%).
- **A majority of the public report that the Coronavirus outbreak has not had any impact on their income** (55%). Still around **one third say the outbreak has had a negative impact on their income** (36%), and this is in line with July (when 35% reported a negative impact). This impact is not equal, in particular with nearly half of people from BAME backgrounds (46%) and 18 to 24 year olds (48%) reporting a negative impact on their income.
- In general, **the public are finding it less hard to do basic things** such as getting essential medication and basic food items. A clear majority of around three quarters now find these about the same as before the outbreak.
- However, **nearly three in five (58%) report finding it difficult to communicate with friends and family**, up 20 percentage points since July. This is likely explained by the various lockdowns in place.
- **Many aspects of the Coronavirus pandemic have had a negative impact on people's mental health.** In particular, nearly three quarters (73%) say that worry about family and friends catching the virus is having a negative impact on their mental wellbeing.
- **Uncertainty about the future, alongside lockdowns and other restrictions to daily activities**, have also had a negative impact on the mental health of around two thirds of the public (64% and 65% respectively).

# Executive summary: Government handling of the pandemic

- The public have again become **more critical of the Government's handling of the Coronavirus outbreak**. Three in five (60%) now believe that the Government has not handled it well, more than in July (56%) and a large increase of 21 percentage points since May (when 39% thought the Government had not handled it well). Two in five think the Government has handled the outbreak well (39%).
- The public is **relatively divided on whether or not it is possible to equally protect public health and the economy** during the pandemic. While 45% think it is possible, 37% think it is not, and 18% do not offer an opinion or do not know.
- **Around half (49%) think the measures the Government has taken so far to tackle the Coronavirus outbreak do not go far enough (in line with July)**. Across successive surveys, **the public have become less likely to think that the measures are about right**. In November, only around one third (33%) think the measures are about right, down from 40% in July and 58% in May. **The public are more likely to think that the measures the Government has taken go too far than in July** (up from six per cent in July to 14% in November).
- For those who think the measures the Government has taken so far have not gone far enough, the **restrictions on where people are able to go** (30%), **restrictions on businesses** (25%) and **restricting how many people they can see** (23%) are identified as not having gone far enough. These restrictions are thought not to have gone far enough largely because **Coronavirus is still spreading or is spreading too quickly** (39%). Others think that the economy has been prioritised over health (18%).
- For those who think Government measures have gone too far, the measures particularly identified as going too far are **restrictions on businesses** (50%), on **where people are able to go** (43%) and **how many people they can see** (40%). They are thought to have gone too far because they are **unnecessary** (35%), have had a **negative impact on businesses and the economy** (35%), represent a **lack of freedom** (25%) and have had a **negative impact on mental health** (23%).
- On balance, **the public agree with the Government applying stricter restrictions to parts of the country with higher levels of the virus** (57%). However, a significant minority of 35% think restrictions should apply equally.
- **The public thinks that a range of different groups have been negatively impacted by the UK Government's approach to handling the Coronavirus pandemic**. Groups identified as having been most adversely affected are people at higher risk of health complications (87%), older people aged 75 and over (87%), people living in areas with more cases (86%) and people with children (86%).



# Executive summary: Communications and the contact tracing app

- **The perceived clarity of the Government's current official guidance continues to vary.** The Government's **guidance on travelling safely is particularly clear** (86%), as is the guidance on staying safe outside the home (79%). On both of these, the guidance is now thought to be clearer than it was in July (up from 78% to 86% for travelling safely and up from 62% to 79% for staying safe outside the home).
- **Significant minorities think the advice is not clear** on who and how many people they can meet with (40%), attending university (33%) or going to work (31%), and when people should stay at home to self-isolate (31%). However, the guidance on who and how many people they can meet with is again clearer to the public than in July, prior to the rule of six (59% now saying this guidance is clear, compared with 44% in July).
- **A majority of the public continue to support the contact tracing app** (61%), although support has dropped since July (when it was 66%).
- **Half of the public say they have downloaded the app (49%),** and small proportions have downloaded it but subsequently deleted it (four per cent) or intend to download it (four per cent). The most common use of the app has been to 'check in' to a venue (70%) and to check the level of risk in the local area (60%).
- **Around two in five (42%) have not downloaded the app at all.** Common reasons for not downloading the app include not having a smartphone (20%), being worried about the privacy of the data (14%) and not wanting to use the app (11%).

# Executive summary: Using the NHS, social care, benefits, volunteering

- **Use of health services since the pandemic has continued to increase, as would be expected given the passage of time.** Around three in five (59%) have used health services since the first national lockdown. Only three per cent say they considered doing so but decided not to (down from five per cent in July) and three per cent had an appointment cancelled (down from seven per cent in July).
- **The majority of the public say they would feel comfortable if they needed to use a local hospital (75%) or a local GP service (87%).** Levels of comfort remain broadly in line with July. Those who are uncomfortable using a GP practice attribute this to a concern about catching Coronavirus (37%) and not being sure if they would get an appointment (30%). Concern about catching Coronavirus is the overwhelming reason underlying the public's lack of comfort in using hospitals (71%).
- **The majority of people continue to think that hospitals (68%), GP surgeries (64%) and ambulance services (59%) are managing well at the moment.** Fewer participants think NHS 111 and care homes are managing well (44% and 35% respectively), although significant minorities do not know. In general, the public think services are managing less well than they did in July. This may be linked to the second wave of the pandemic.
- Turning to social care, **nearly half (46%) think that some level of means testing for social care, in comparison with an NHS that is 'free at the point of use', is fair.** A significant minority of 39% think this is unfair. However, fewer think it is unfair than in May, perhaps as the initial impact of the pandemic on social care recedes from the public consciousness.
- When asked about lifetime limits for social care, **around one third (35%) of the public do not accept the premise of individuals paying directly for social care,** rather than it coming from something like national insurance. One in five agree there should be a lifetime limit (21%), while one in ten think there should not be (10%). For 28% of the public, this depends on the level at which the limit is set.
- There is **strong support for the increase in Universal Credit and Working Tax Credit for families during the pandemic (74%),** with only one in ten opposing it (nine per cent). In addition, the **majority of the public support making the increase permanent (59%),** with one in five opposing this (20%).
- **Approaching half of the public say they have volunteered to help others** in their community during the pandemic (46%), while **one in five have themselves benefited** from such volunteering (22%).

# **3. The impact of Coronavirus and the public's response to it**

# Concern about Coronavirus is extremely high, although it has plateaued since July

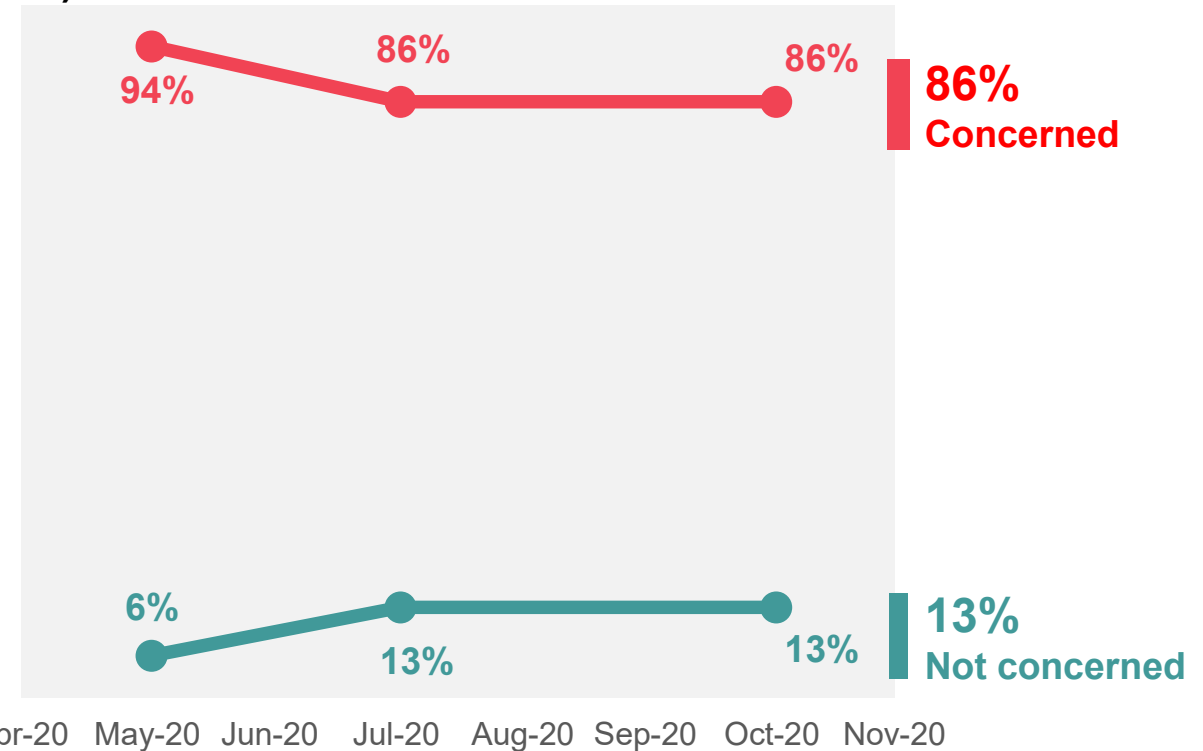
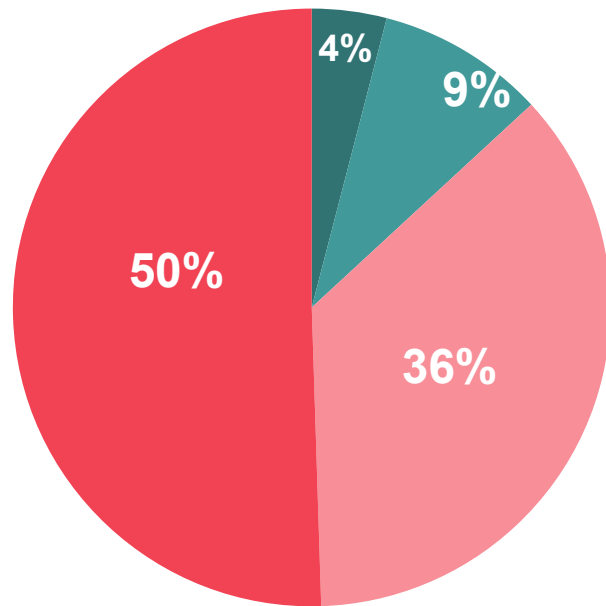
Concern about the risk that Coronavirus poses to the health and wellbeing of the nation remains high in November, with 86% concerned about it. This is the same as in July. Around one in ten (13%) say they are not concerned, again the same as in July.

Q. How concerned are you, if at all, about the risk that each of the following poses to the health and wellbeing of the nation?

## Coronavirus (COVID-19)

May - November 2020

November

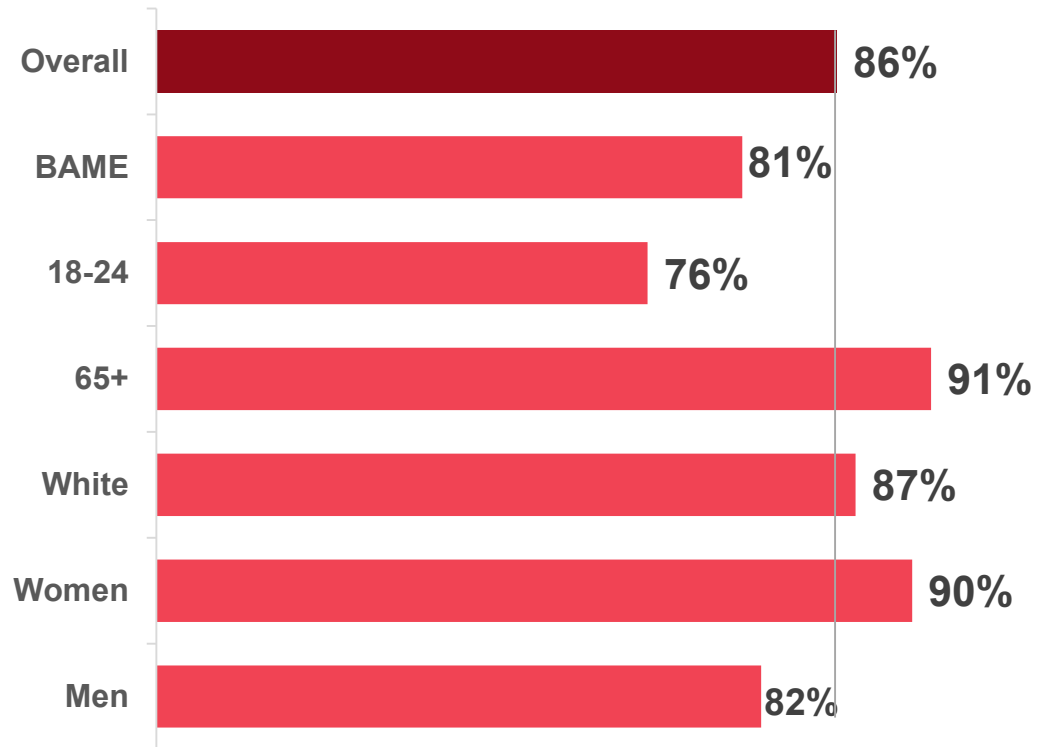


Base: May: All respondents (1,983 GB adults aged 18+, interviewed via telephone between 1-10<sup>th</sup> May 2020), July: All respondents (2,246 GB adults aged 18+, interviewed via telephone between 17<sup>th</sup> – 29<sup>th</sup> July 2020), November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# Women, older people and people from white ethnic backgrounds are more likely to be concerned about the virus

Q. How concerned are you, if at all, about the risk that each of the following poses to the health and wellbeing of the nation?

% concerned about the risk of Coronavirus to the health and wellbeing of the nation – November



The following groups are **significantly more likely** to be concerned about the risk that Coronavirus poses to the health and wellbeing of the nation:

- **Women:** 90%, compared with 82% of men.
- **People in older age groups:** 91% of those aged 65+, compared with 86% overall.
- **People in Scotland:** 92%, compared with 86% overall across Great Britain.
- **People in areas with heightened restrictions as of 1<sup>st</sup> November:** 88%, compared with 86% overall.

The following groups are **significantly less likely** to be concerned about the risk that Coronavirus poses to the health and wellbeing of the nation:

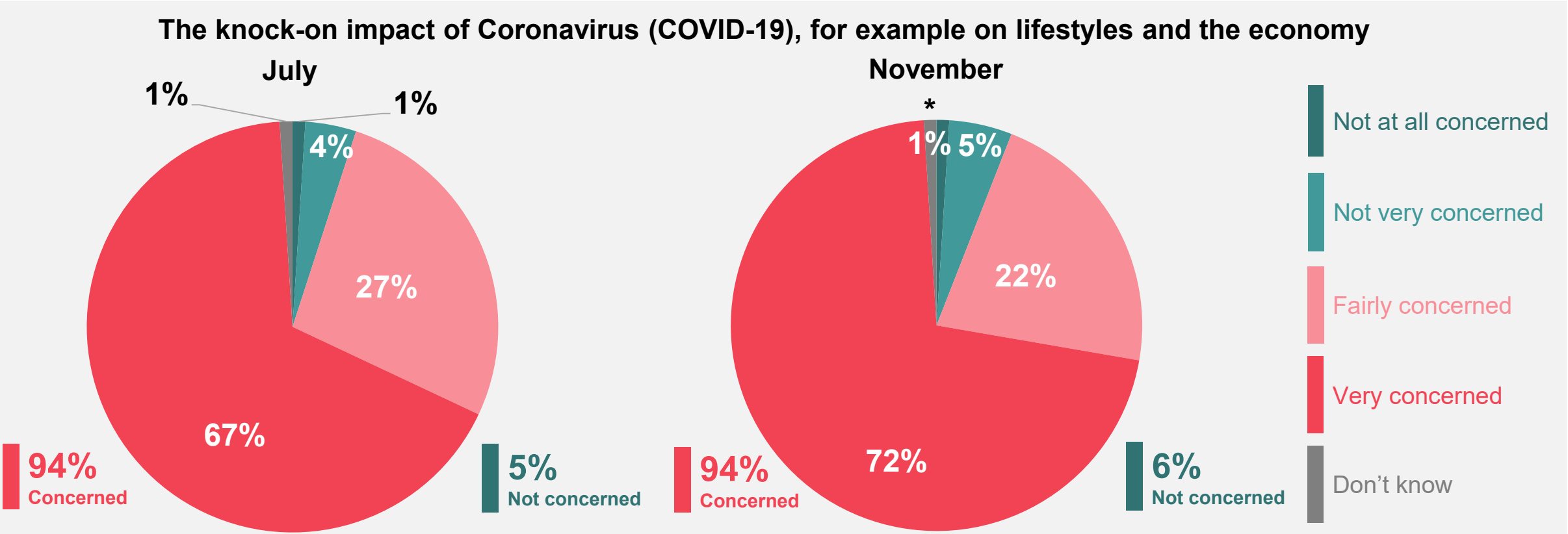
- **Younger people aged 18-24:** 76%, compared with 86% overall.
- **People from a BAME background:** 81%, compared with 87% of people from a white ethnic background. Concern among people from a BAME background has fallen significantly since July (from 90% in July to 81% in November).

Base: November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# There is overwhelming concern about the knock-on impact of Coronavirus on lifestyles and the economy

The public are extremely concerned about the knock-on impact of Coronavirus on lifestyles and the economy, with 94% saying they are concerned. As with concern about the virus itself, there has been no change on this since July. However, there has been an increase in those saying they are very concerned about the virus (rising from 67% in July to 72% in November).

Q. How concerned are you, if at all, about the risk that each of the following poses to the health and wellbeing of the nation?

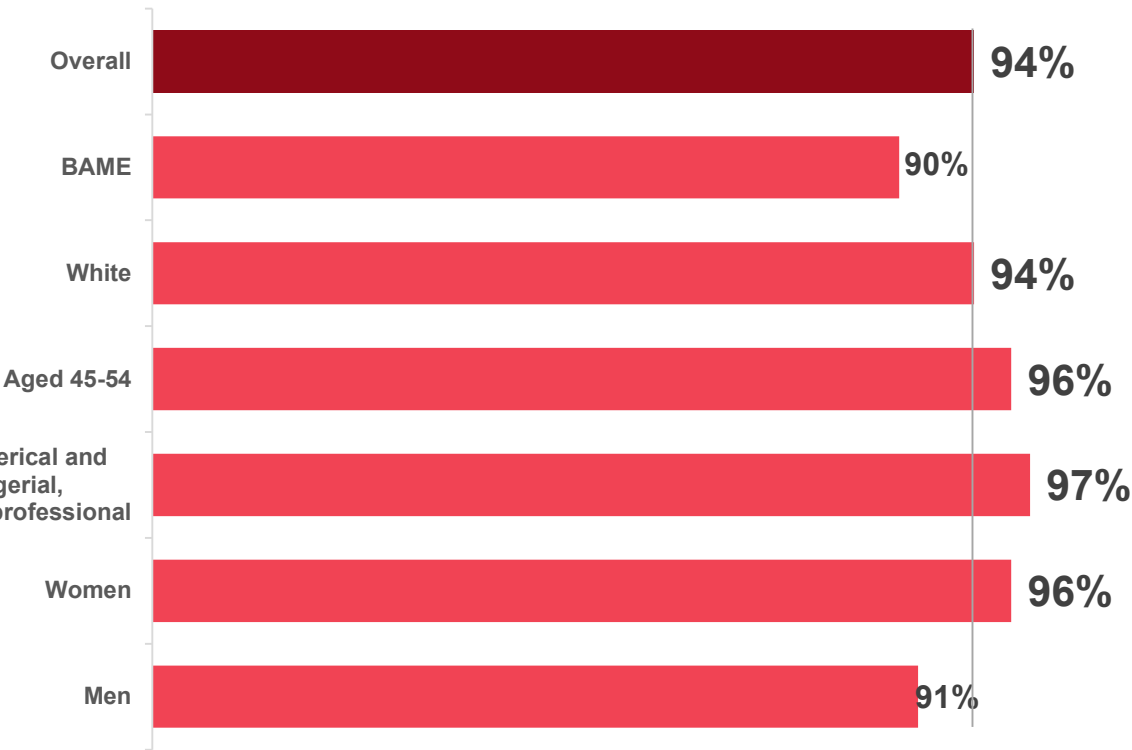


Base: July: All respondents (2,246 GB adults aged 18+, interviewed via telephone between 17<sup>th</sup> – 29<sup>th</sup> July 2020), November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# And women and people in supervisor or clerical and junior managerial, administrative or professional occupations are particularly likely to be concerned about the knock-on impact of the virus

Q. How concerned are you, if at all, about the risk that each of the following poses to the health and wellbeing of the nation?

% concerned about the knock-on impact of Coronavirus (COVID-19), for example on lifestyles and the economy - November



**Ethnicity:** People from a BAME background are significantly less likely to be concerned about the knock-on impact of Coronavirus (90% compared with 94% of people from a white ethnic background). This is a significant fall since July, when 96% of people from a BAME background said they were concerned.

The following groups are more concerned about the knock-on impact of Coronavirus:

- **Women:** 96%, compared with 91% of men.
- **Those aged 45-54:** 96%, compared with 94% overall.
- **People who do not think it is possible to equally protect health and the economy:** 96%, compared with 92% of those who do think this is possible.
- **People in supervisor or clerical and junior managerial, administrative or professional:** 97%, compared with 94% overall.

Base: November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

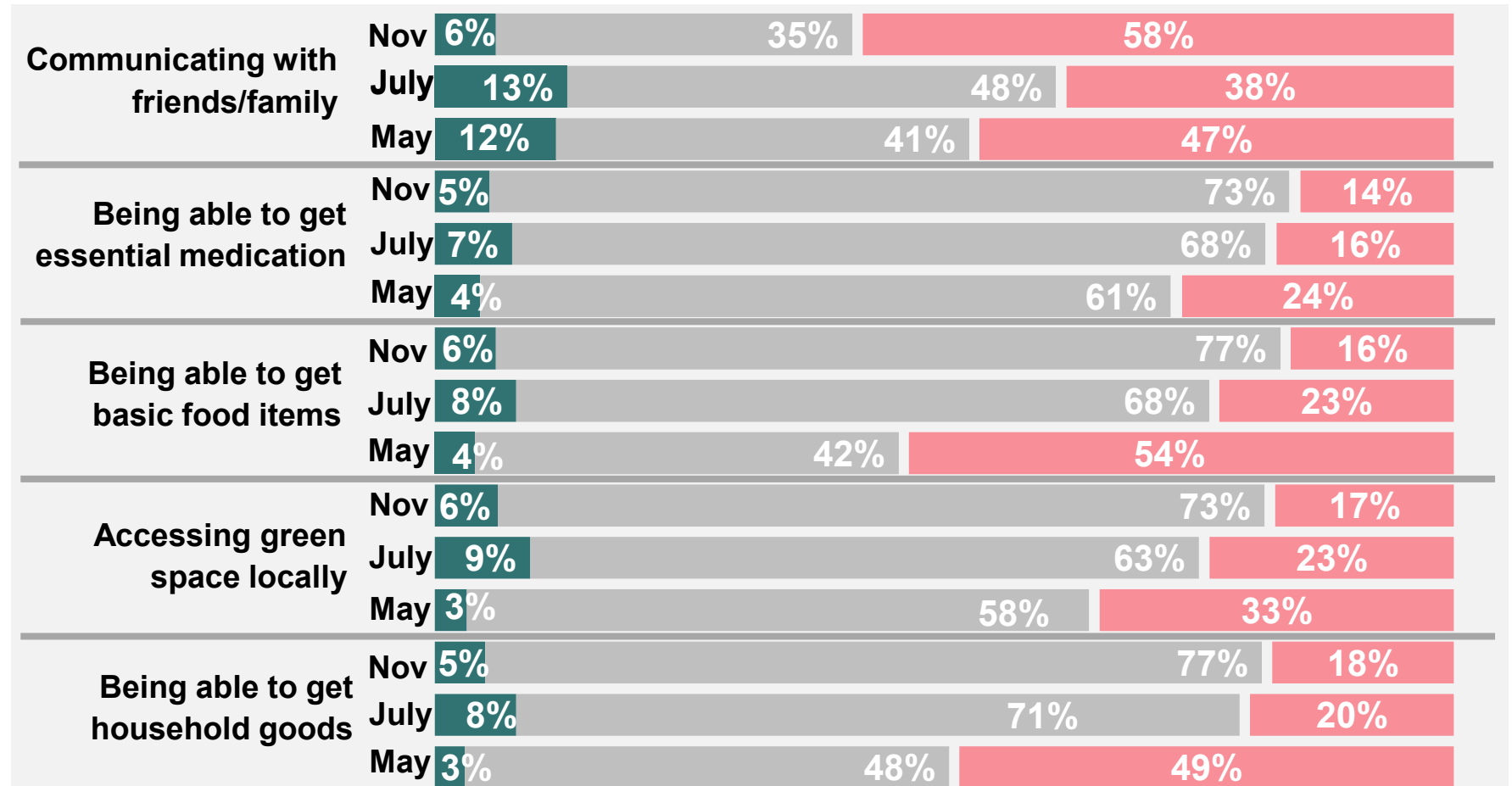
# A majority are finding it harder to communicate with friends and family compared with before the pandemic

**Q. At the moment, are you finding each of the following easier, harder or about the same compared with before the Coronavirus outbreak?**

Much/a little easier    About the same    A little/much harder

**Three in five (58%) report that it is harder to communicate with friends and family than before the pandemic.** This is a 20 percentage point increase since July, and is likely explained by various lockdowns.

Aside from people's ability to communicate with friends and family, **in November fewer people report finding it harder to do basic things** such as getting food, medication and household goods, and accessing green space locally.



Base: May: All respondents (1,983 GB adults aged 18+, interviewed via telephone between 1-10<sup>th</sup> May 2020), July: All respondents (2,246 GB adults aged 18+, interviewed via telephone between 17<sup>th</sup> – 29<sup>th</sup> July 2020), November: All respondents (2001, GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)



# And some groups are more likely to report greater difficulty doing basic tasks as a result of the pandemic – notably young people, people from BAME backgrounds and those with a disability

**People from BAME backgrounds are more likely to find two of the basic tasks more difficult since the pandemic:**

- Being able to get basic household goods such as toiletries (26% of people from BAME backgrounds say this is harder now, compared with 18% overall).
- Being able to get essential medications (21% of people from BAME backgrounds say this is harder now, compared with 14% overall).

**People who have a long-term condition or disability are more likely to say many of the tasks are now more difficult:**

- Getting basic food items: 24% say this is harder, compared with 16% overall.
- Getting household items such as toiletries: 23% are finding this harder, compared with 18% overall.
- Getting essential medications: 20% are finding this harder, compared with 14% overall.
- Accessing green space: 26% are finding this harder, compared with 17% overall.

**Younger people are more likely to say many of the tasks are more difficult now. For example:**

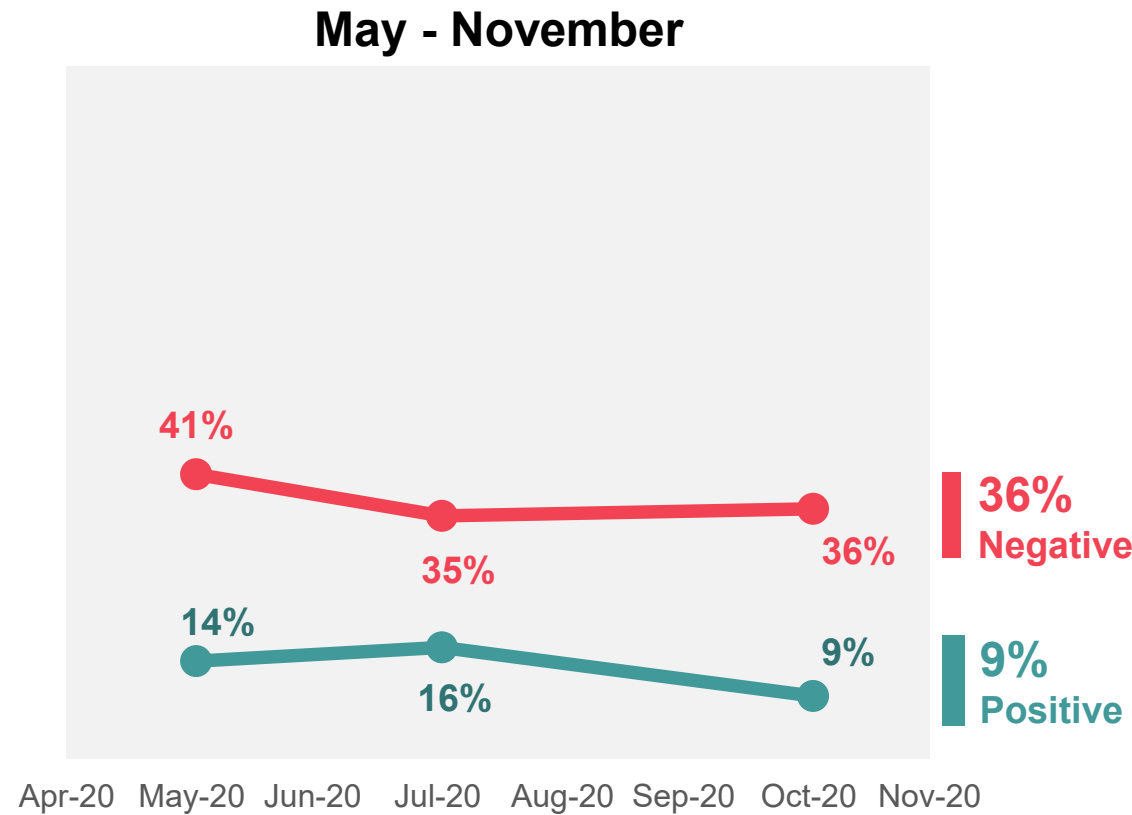
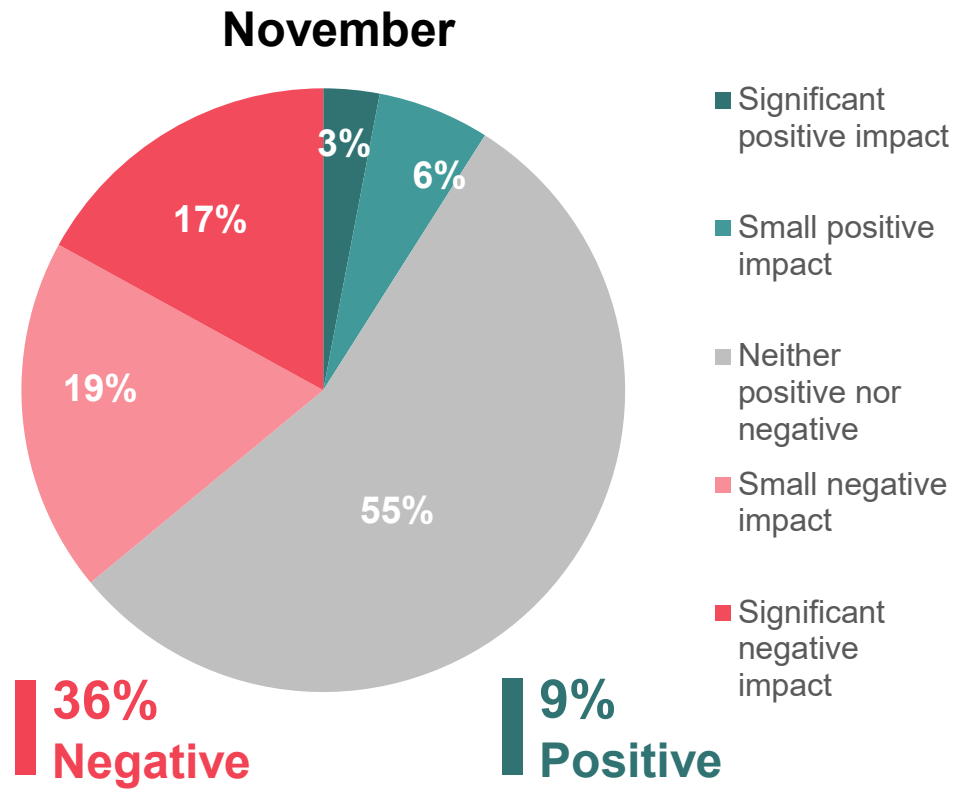
- Getting basic food items: 23% of those aged 18-34 are finding this harder, compared with 16% overall.
- Getting household items such as toiletries: 27% of those aged 18-34 are finding this harder, compared with 18% overall.
- Accessing green space: 23% of 18-34 year olds are finding this harder, compared with 17% overall.

Base: November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# For a majority the pandemic has not had an impact on their income, although a third report a negative impact

Around a third (36%) of the public report a negative impact on their income as a result of the Coronavirus outbreak – a similar proportion as in July (35%). Around half of the public (55%) report no impact on their income as a result of Coronavirus, while one in ten (9%) report a positive impact – a fall of seven percentage points since July.

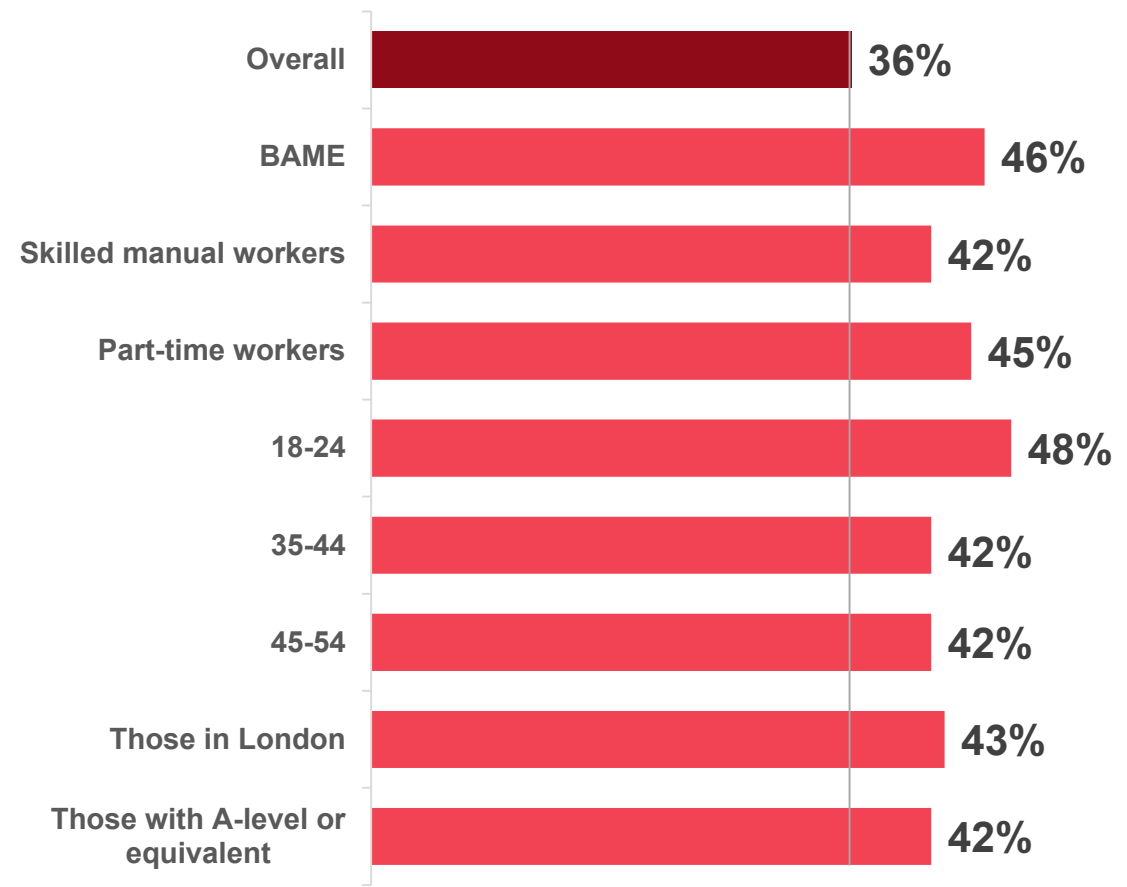
Q. What impact has the Coronavirus outbreak had on your income, if any?



Base: May: All respondents (1,983 GB adults aged 18+, interviewed via telephone between 1-10<sup>th</sup> May 2020), July: All respondents (2,246 GB adults aged 18+, interviewed via telephone between 17<sup>th</sup> – 29<sup>th</sup> July 2020), November: All respondents (2,001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# And the financial impacts of the pandemic are not felt equally across society, with some groups more likely to report a negative financial impact

Q. What impact has the Coronavirus outbreak had on your income, if any?



Certain groups within society are **more likely to report a negative impact on their income** as a result of the pandemic. In particular, **people from a BAME background** and **those aged 18-24**, of whom almost half (46% and 48% respectively) report a negative impact.

Other groups which are more likely to report a negative impact include:

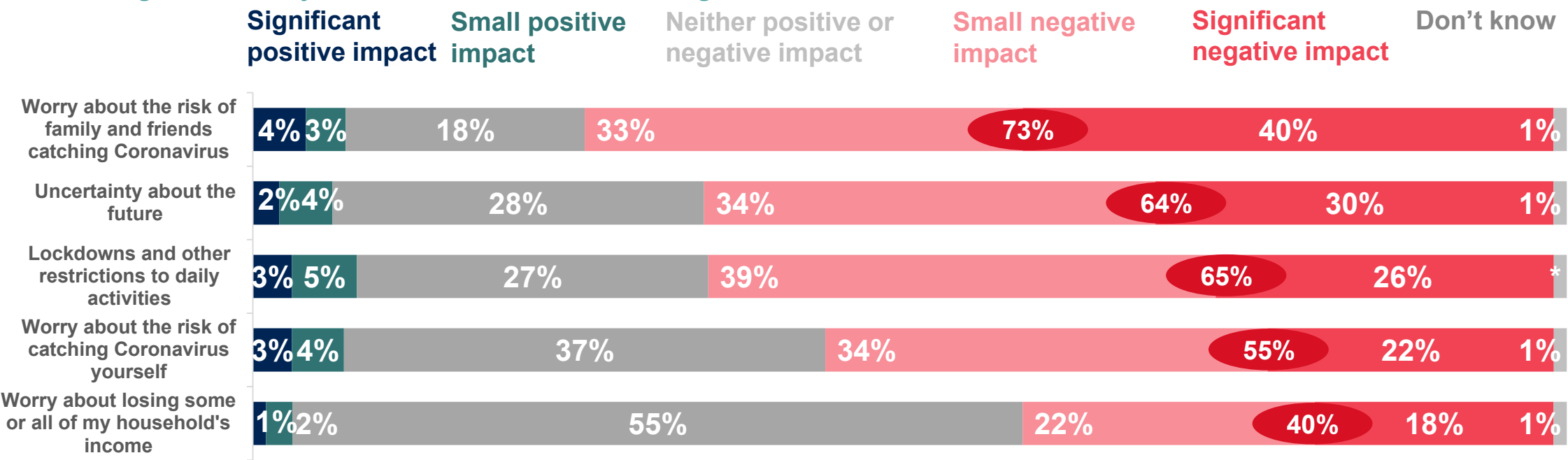
- **Skilled manual workers:** 42% report a negative impact on their income, compared with 36% overall.
- **Part-time workers:** 45% report a negative impact, compared with 36% overall.
- **Those aged 18-54:** 43% report a negative impact, compared with 36% overall.
- **Those in London:** 43% report a negative impact, compared with 36% overall.
- **Those with A-level or equivalent as their highest qualification:** 42% report a negative impact, compared with 36% overall.

Base: November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# The pandemic is taking a heavy toll on the nation's mental health

Almost **three quarters (73%)** say that worry about family and friends catching the virus is having a negative impact on their mental **wellbeing**, with two in five (40%) saying this is having a *significant* negative impact. Almost two thirds report that uncertainty about the future (64%) and lockdowns and other restrictions to daily activities (65%) are having a negative impact on their mental health and wellbeing.

Q. Please think now about the impact of Coronavirus on your mental health and wellbeing. What impact, if any, would you say each of the following has had on your mental health and wellbeing?



Base: November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# And the toll is heavier among certain groups

**Women are more likely than men to report a negative impact on their mental health as a result of the following:**

- **Lockdowns:** 68%, compared with 61% of men.
- **Uncertainty about the future:** 68%, compared with 59% of men.
- **Worry about risk of family and friends catching Coronavirus:** 76%, compared with 71% of men.
- **Worry about catching Coronavirus themselves:** 58%, compared with 52% men.

**Those with a degree are more likely than overall to report a negative impact on their mental health as a result of the following:**

- **Lockdowns:** 69%, compared with 65% overall.
- **Worry about losing household income:** 46%, compared with 40% overall.
- **Uncertainty about the future:** 72%, compared with 64% overall.
- **Worry about the risk of family and friends catching Coronavirus:** 79%, compared with 73% overall.

**Those in areas with heightened restrictions as of 1<sup>st</sup> November are more likely than overall to report a negative impact on their mental health as a result of the following:**

- **Lockdowns:** 68%, compared with 65% overall.
- **Worry about losing household income:** 44%, compared with 40% overall.
- **Uncertainty about future:** 66%, compared with 64% overall.

**Those who report a negative financial impact as a result of the pandemic are more likely than overall to report a negative impact on their mental health as a result of the following:**

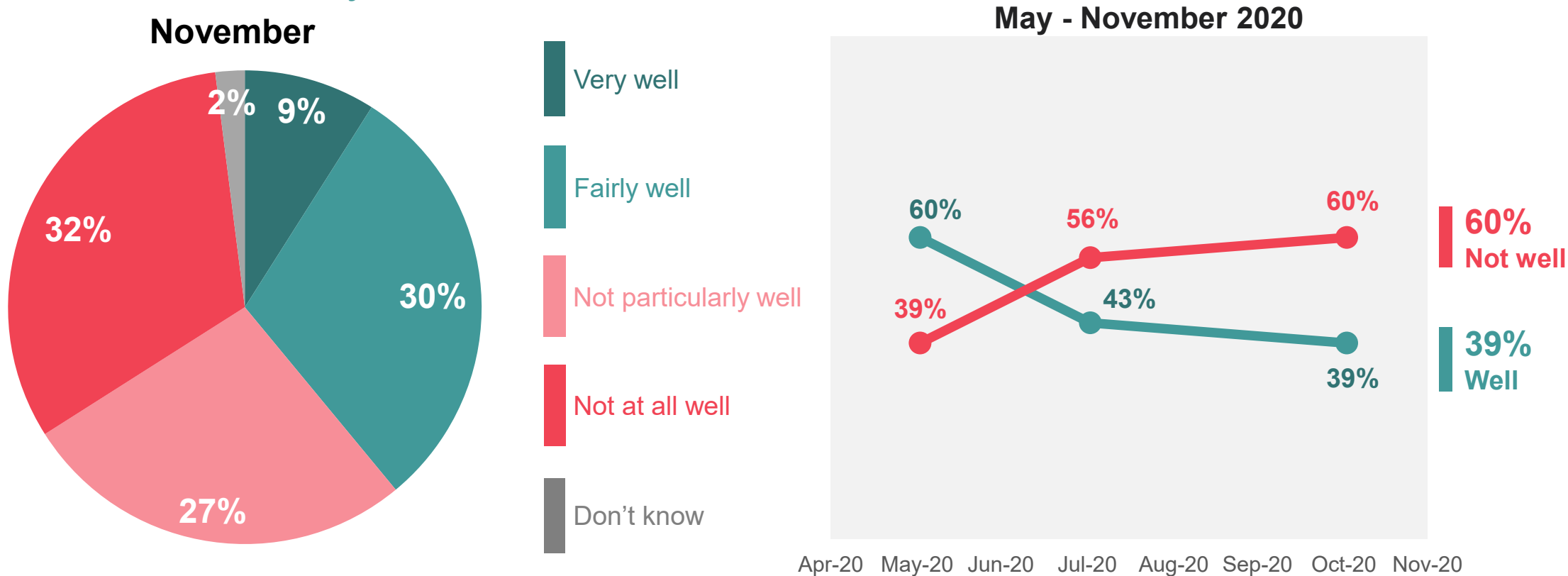
- **Lockdowns:** 73%, compared with 65% overall.
- **Worry about losing household income:** 68%, compared with 40% overall.
- **Uncertainty about future:** 70%, compared with 64% overall.

# 4. The Government's handling of the Coronavirus crisis

# A growing majority of the public think that the UK Government has not handled the Coronavirus outbreak well

Three in five (60%) think that the UK Government has not handled the Coronavirus outbreak well. This is significantly more than in July, when 56% said that the UK Government was not handling the pandemic well. Around two in five (39%) believe the Government has handled it well, a fall of four percentage points since July 2020.

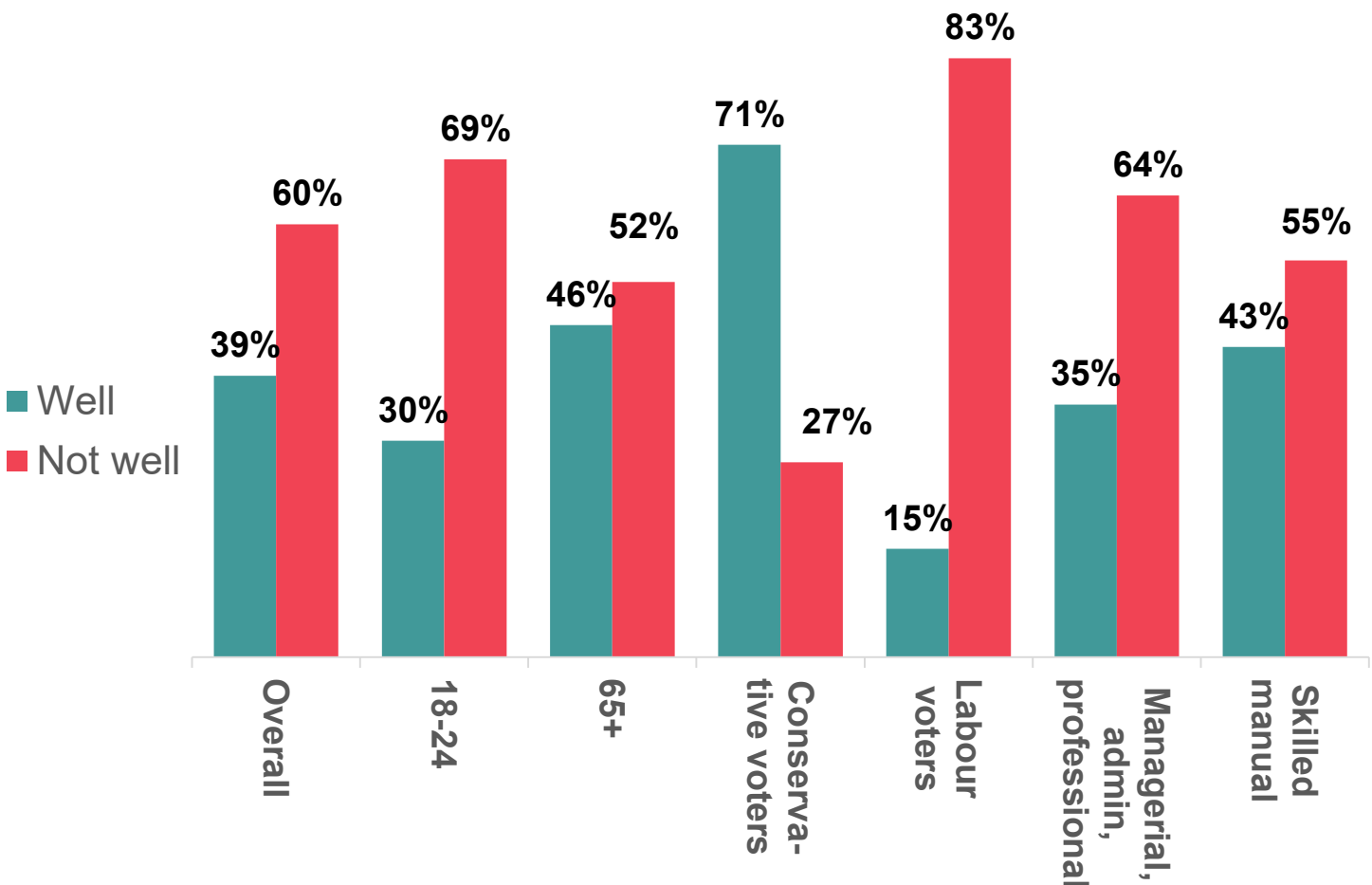
Q. Overall, how well, if at all do you think the UK Government has handled the Coronavirus outbreak so far?



Base: May: All respondents (1,983 GB adults aged 18+, interviewed via telephone between 1-10<sup>th</sup> May 2020), July: All respondents (2,246 GB adults aged 18+, interviewed via telephone between 17<sup>th</sup> – 29<sup>th</sup> July 2020), November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# There are demographic variations in how people rate the Government's handling of the Coronavirus outbreak

Q. Overall, how well, if at all do you think the UK Government has handled the Coronavirus outbreak so far?



Base: November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

Those aged **65+** are more likely to believe the **Government has handled Coronavirus well** (46% vs 39% overall). Conversely, **younger people** (18-24) are **less likely** to think the Government has handled Coronavirus well, with only 30% of people aged 18-24 thinking this (compared with 39% overall).

**Skilled manual workers** are more positive about the Government's handling of the pandemic than overall, with 43% thinking it has been handled well (compared with 39% overall).

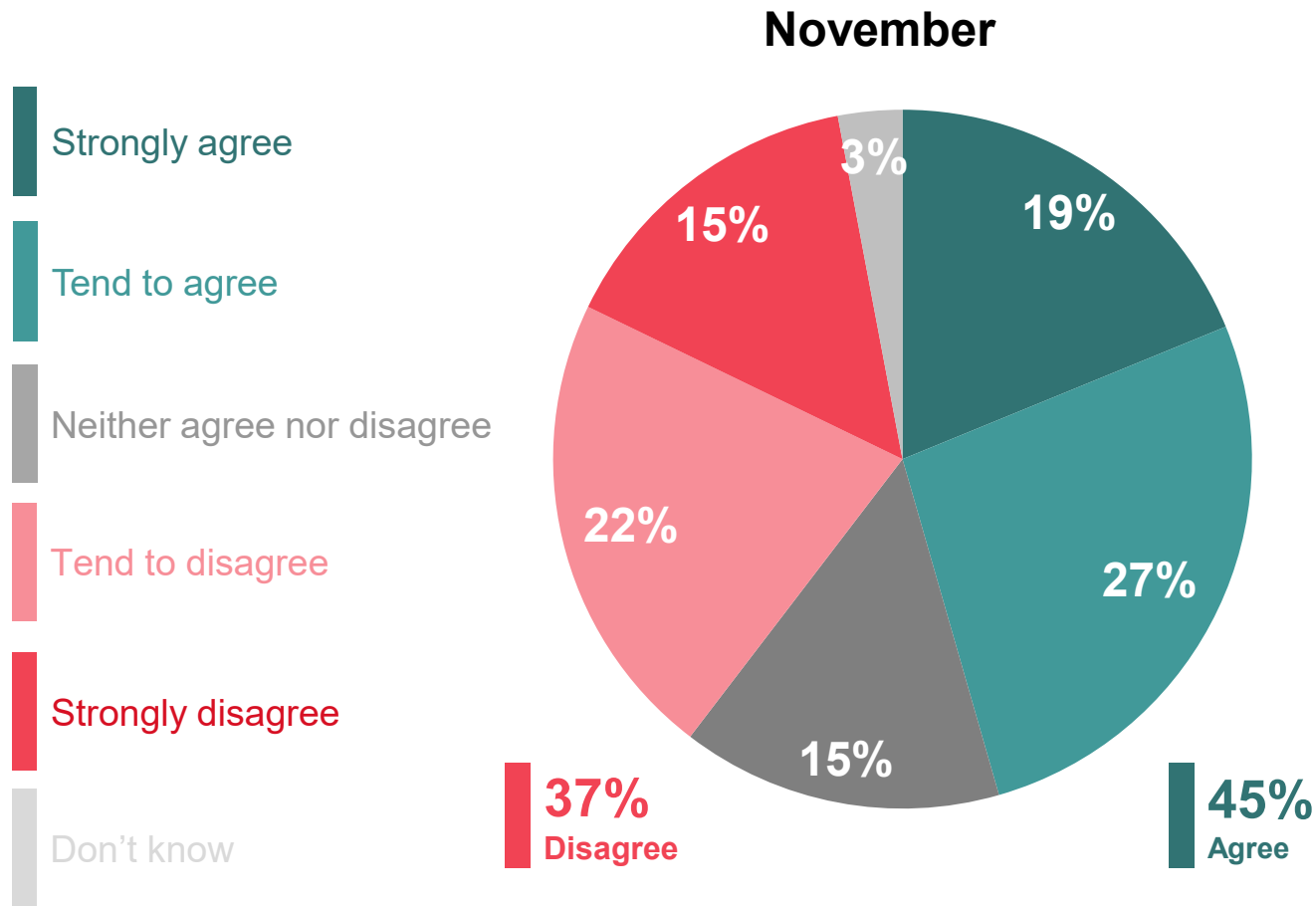
As would be expected, there is a divide along political lines, with seven in ten (71%) **Conservative voters believing the Government has handled the outbreak well**. However, this is a significant fall since July, when 78% of Conservative voters believed the Government was handling the outbreak well.

Those in **areas with heightened restrictions** as of 1<sup>st</sup> November are less likely than those in areas with baseline restrictions as of 1<sup>st</sup> November to say the UK Government has handled the outbreak well (36% compared with 39% overall).



# There is little consensus over whether it is possible to equally protect public health and the economy during the pandemic

To what extent do you agree or disagree that it is possible to equally protect public health and the economy during the Coronavirus pandemic?



Almost half of the public (45%) believe that it is possible to equally protect public health and the economy during the Coronavirus pandemic, while nearly two in five (37%) believe that it is not possible. A significant proportion are not sure, with 15% neither agreeing nor disagreeing.

The following groups are significantly more likely to think that it is possible to equally protect public health and the economy:

- **Men:** 48% compared with 42% of women.
- **People from a BAME background:** 61%, compared with 43% of people from a white ethnic background.
- **Those who think the government measures go too far, or are about right:** 52% and 49% respectively, compared with 41% who think the measures do not go far enough.

The following groups are significantly more likely to think that it is not possible to equally protect public health and the economy:

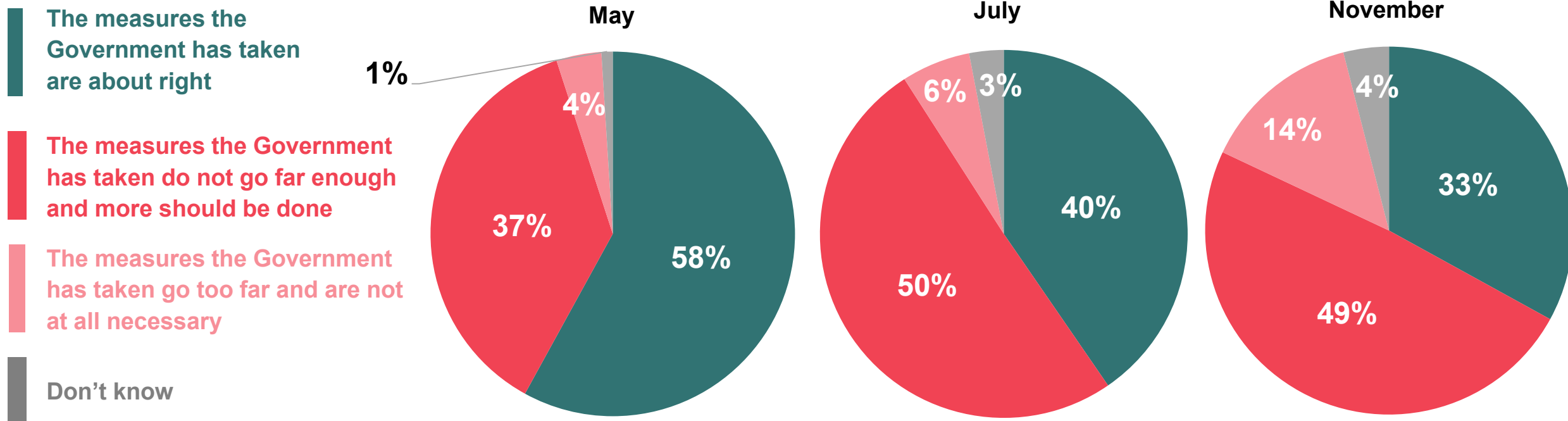
- **Those educated to a degree, masters or PhD level:** 45% compared with 37% overall.
- **Labour voters:** 42% compared with 37% overall.
- **Those in supervisor or clerical and junior managerial, administrative or professional occupations:** 43% compared with 37% overall.

Base: November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# Only one third of the public think that the Government measures are ‘about right’

Almost half (49%) think the measures the Government has taken do not go far enough, with no significant change in this since July. Fewer people now think the measures are ‘about right’ (33% compared with 40% in July and 58% in May), while there has been an increase in those saying the measures go too far (rising from six per cent in July to 14% in November).

Q. When thinking about the different measures the Government has taken so far in order to tackle the Coronavirus outbreak, which of the following statements comes closest to your view?



Base: May: All respondents (1,983 GB adults aged 18+, interviewed via telephone between 1-10<sup>th</sup> May 2020), July: All respondents (2,246 GB adults aged 18+, interviewed via telephone between 17<sup>th</sup> – 29<sup>th</sup> July 2020), November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# And there are variations between different groups in attitudes towards the Government restrictions

Q. When thinking about the different measures the Government has taken so far in order to tackle the Coronavirus outbreak, which of the following statements comes closest to your view?

The following groups are particularly likely to agree that **the measures the Government has taken are about right** (compared with 33% overall):

- **Those aged 65+:** 37%.
- **Conservative voters:** 52%.
- **Those who agree it is possible to equally protect public health and the economy:** 36%.

The following groups are more likely to believe that **the measures the Government has taken do not go far enough and more should be done** (compared with 49% overall):

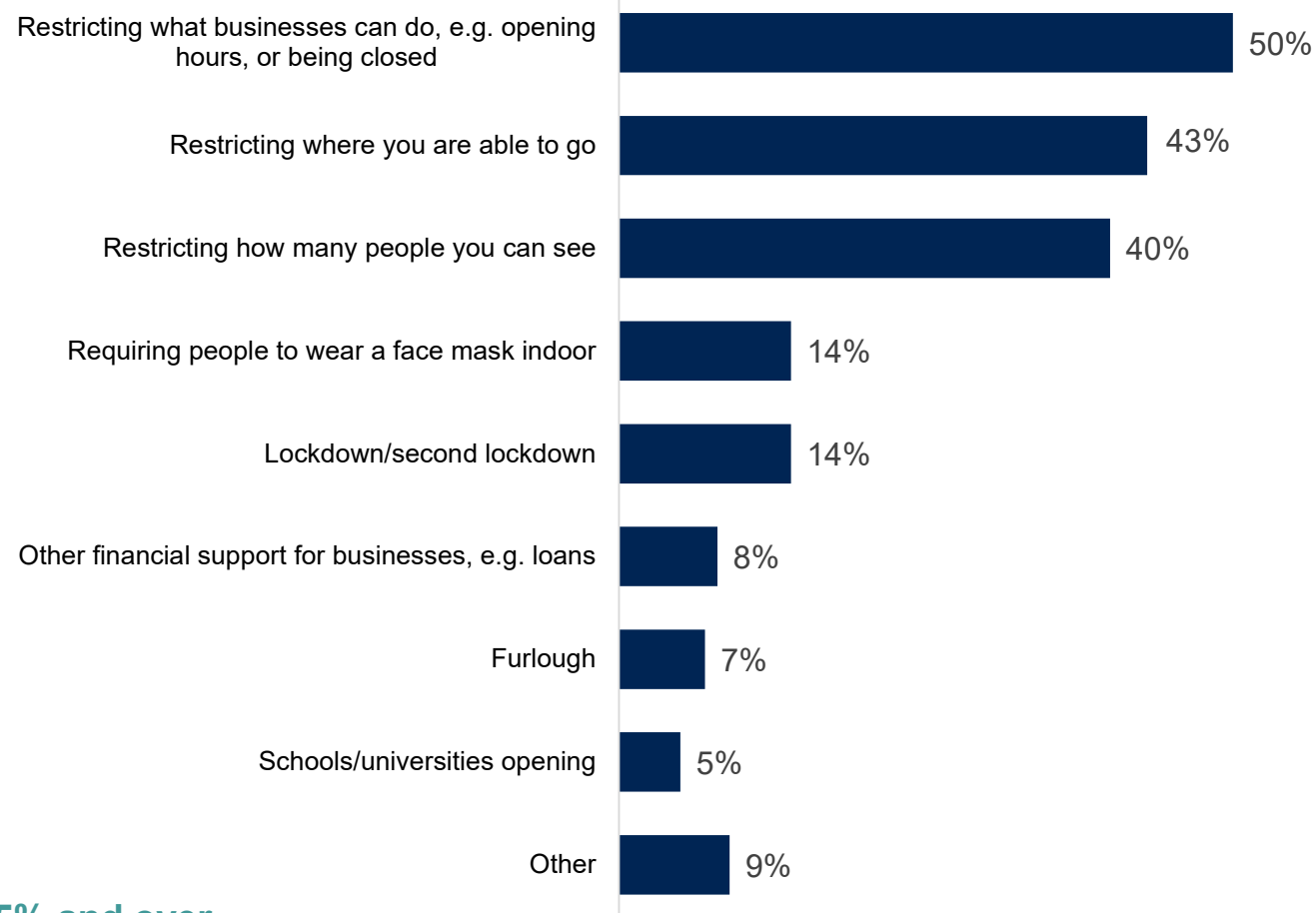
- **Women:** 52% compared with 46% of men.
- **Those educated to a degree, masters or PhD level:** 55%.
- **Labour voters:** 66%.
- **Lib Dem voters:** 61%.
- **Those very concerned about Coronavirus:** 61%.
- **Those who believe it is not possible to equally protect public health and the economy:** 55%.

The following groups are more likely to believe that **the measures the Government has taken go too far and not all are necessary** (compared with 14% overall):

- **Men:** 17% compared with 11% of women.
- **Those aged 25-34:** 20%.
- **Skilled manual workers:** 18%.
- **Those in full time work:** 17%.
- **Those not at all concerned about Coronavirus:** 58% .
- **Those who think it is possible to equally protect public health and the economy:** 16%.

# Measures frequently cited as going too far are restrictions on businesses, on where people are able to go and how many people they can see

Q. Which measures do you think have gone too far?\*



Among those who think the measures the Government has taken to tackle the Coronavirus outbreak go too far, the three measures particularly identified as going too far are:

- **Restricting what businesses can do** (50%).
- **Restricting where people are able to go** (43%).
- **Restricting how many people you are able to see** (40%).

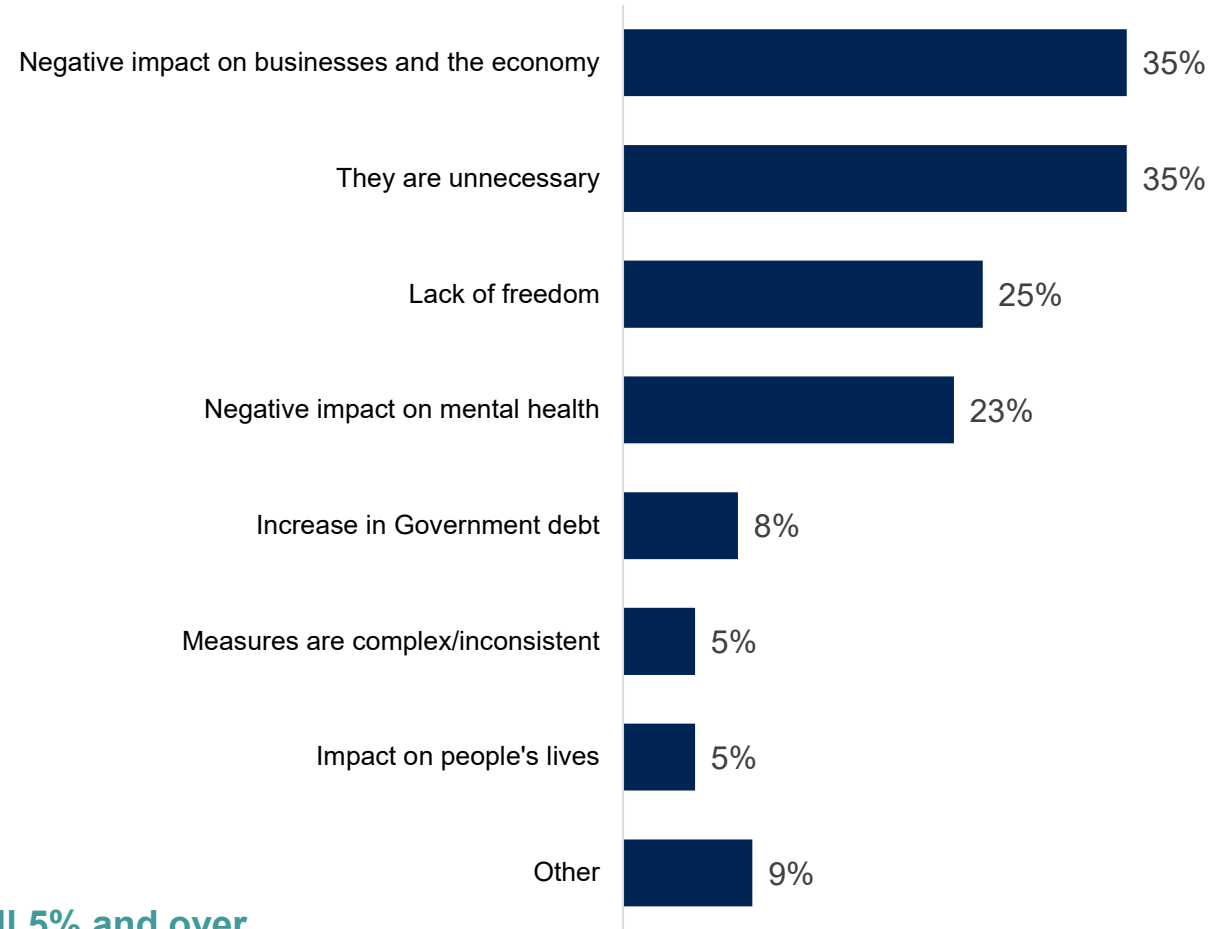
Other measures seen to go too far include **requiring people to wear a face mask indoors** (14%) and **lockdowns** (14%).

\* All 5% and over

Base: November: GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020: all respondents who said the Government measures have gone too far (268)

# Measures are seen to have gone too far particularly because they are thought to be unnecessary, or to have a negative impact on businesses and the economy

Q. And why do you think these measures have gone too far?\*



Among those who think the measures the Government has taken to tackle the Coronavirus outbreak go too far, the most commonly cited reasons for thinking measures have gone too far are:

- The **negative impact of measures on businesses and the economy** (35%).
- Measures being **unnecessary** (35%).

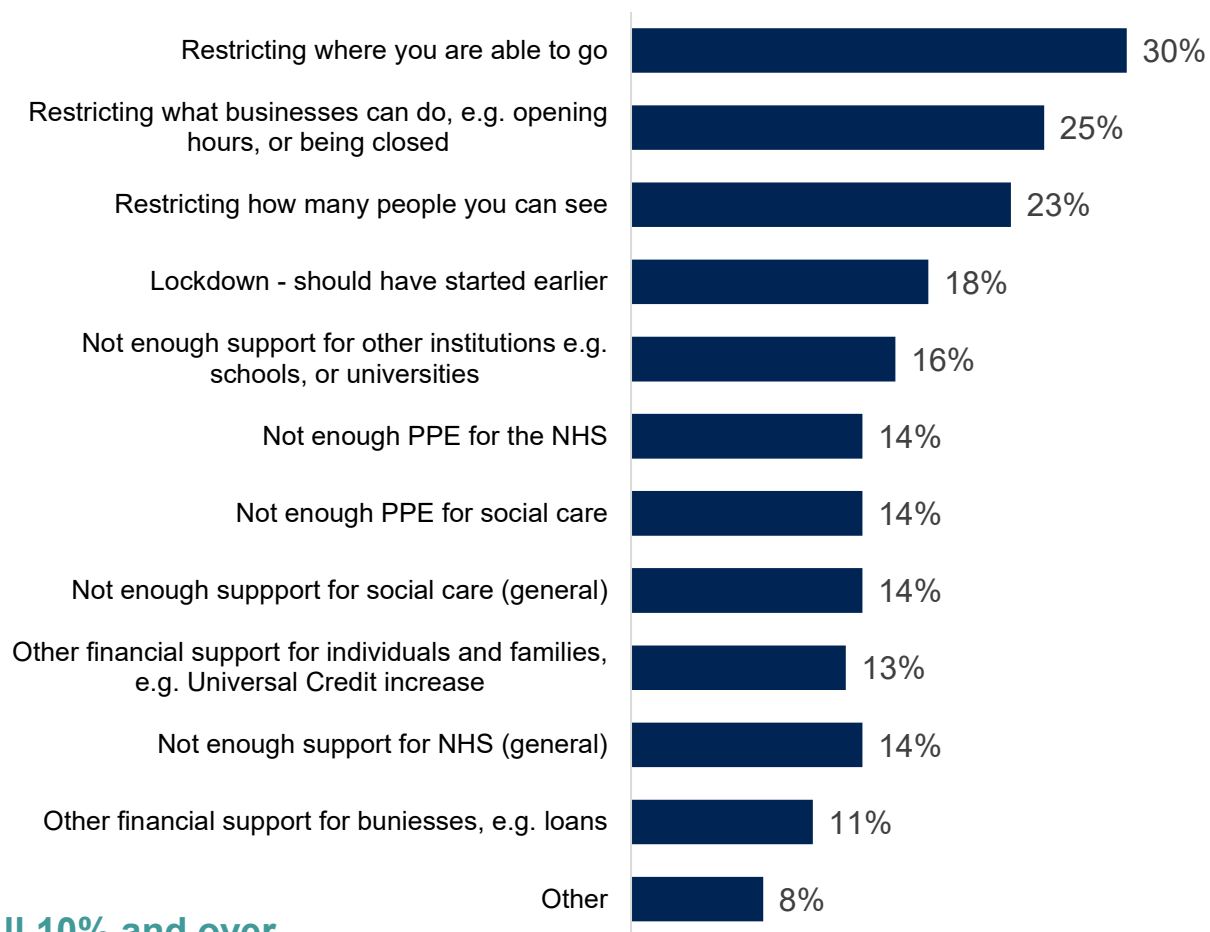
In addition, around one quarter point to a **lack of freedom** as a result of the measures (25%), or to the **negative impact of the measures on mental health** (23%).

\* All 5% and over

Base: November: GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020: all respondents who said the Government measures have gone too far (268)

# Government measures thought not to have gone far enough are restrictions on where people can go and restrictions on businesses

## Q. Which measures do you think have not gone far enough?\*



\* All 10% and over

Base: November: GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020: all respondents who said the Government measures have not gone far enough (982)

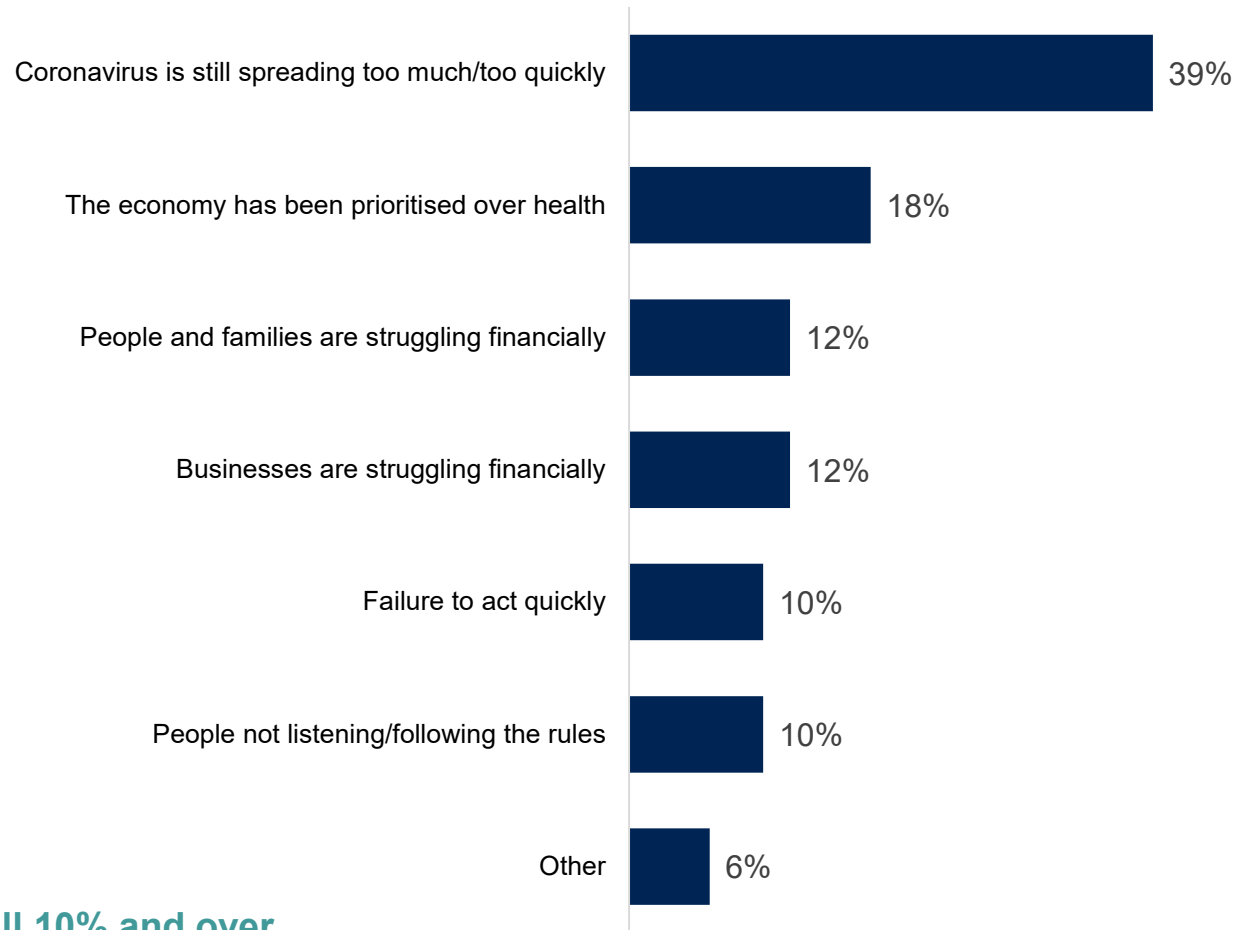
Among those who think the measures the Government has taken to tackle the Coronavirus outbreak do not go far enough, the three measures particularly identified as going too far are:

- **Restricting where people are able to go (30%).**
- **Restricting what businesses can do (25%).**
- **Restricting how many people they can see (23%).**

There was also a feeling that **lockdowns should have started earlier (18%)**, and there **not being enough support for institutions like schools and universities (16%)**.

# The fact that Coronavirus is still spreading quickly is the most common reason cited as to why the measures have not gone far enough

And why do you think these measures have not gone far enough?\*



Among those who think the measures the Government has taken to tackle the Coronavirus outbreak have not gone far enough, the most commonly cited reason for thinking measures have not gone far enough is that **Coronavirus still spreading, or spreading too quickly (39%)**.

Others think that measures have gone too far because **the economy has been prioritised over health (18%)**, or because **people and families (12%) and businesses (12%) are struggling financially**.

\* All 10% and over

Base: November: GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020: all respondents who said the Government measures have not gone far enough (982)

# A majority think the Government should apply stricter restrictions to parts of the country with higher levels of the virus

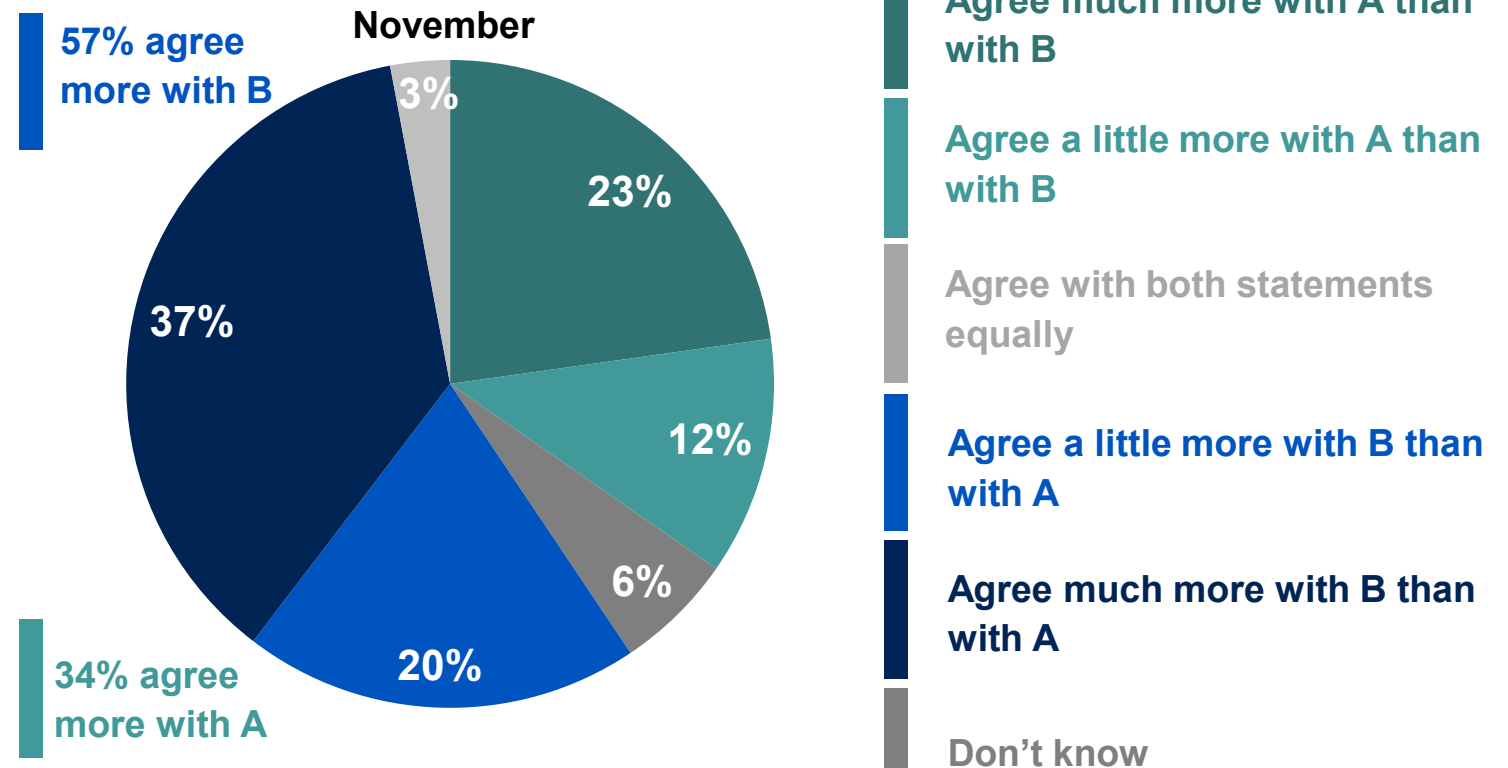
Q. Which of the following statements comes closest to your view of how the government should apply restrictions, such as local lockdowns:

A. The Government should apply restrictions equally to different parts of the country, regardless of the levels of virus in the area;

B. The Government should apply stricter restrictions to parts of the country with higher levels of the virus

Nearly three in five of the public (57%) think that the Government should apply stricter restrictions to parts of the country with higher levels of the virus. This includes 37% who *strongly* agree that the severity of the restrictions should vary depending on the prominence of the virus in certain parts of the country.

However, a significant minority of one third of the public (34%) think that the Government should apply restrictions equally to different parts of the country, regardless of the levels of the virus in the area. This includes almost a quarter (23%) who *strongly* agree that the restrictions should be applied equally across the country.



Base: November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)



# Opinions about Government restrictions vary between demographic groups and relate to concern about the virus

Q. Which of the following statements comes closest to your view of how the government should apply restrictions, such as local lockdowns:

- A. The Government should apply restrictions equally to different parts of the country, regardless of the levels of virus in the area;  
B. The Government should apply stricter restrictions to parts of the country with higher levels of the virus

**Statement A: Groups particularly likely to agree that restrictions should be applied equally, regardless of the levels of virus (compared to 34% of people overall):**

- **Working status:** people not working (37%).
- **Ethnicity:** people from BAME backgrounds (41%).
- **Disability:** people living with a disability (41%).
- **Vote intention:** Labour voters (41%).
- **Region:** people living in the North of England (39%).
- **Views on government measures:** people who think that the government's measures 'do not go far enough' (43%).
- **Concern about Coronavirus:** people who are concerned about Coronavirus (36%).
- **Satisfaction with government handling:** People who think that the government has handled the pandemic badly (38%).

**Statement B: Groups particularly likely to agree that stricter restrictions should be applied to parts of the country with higher levels of the virus (compared to 57% of people overall):**

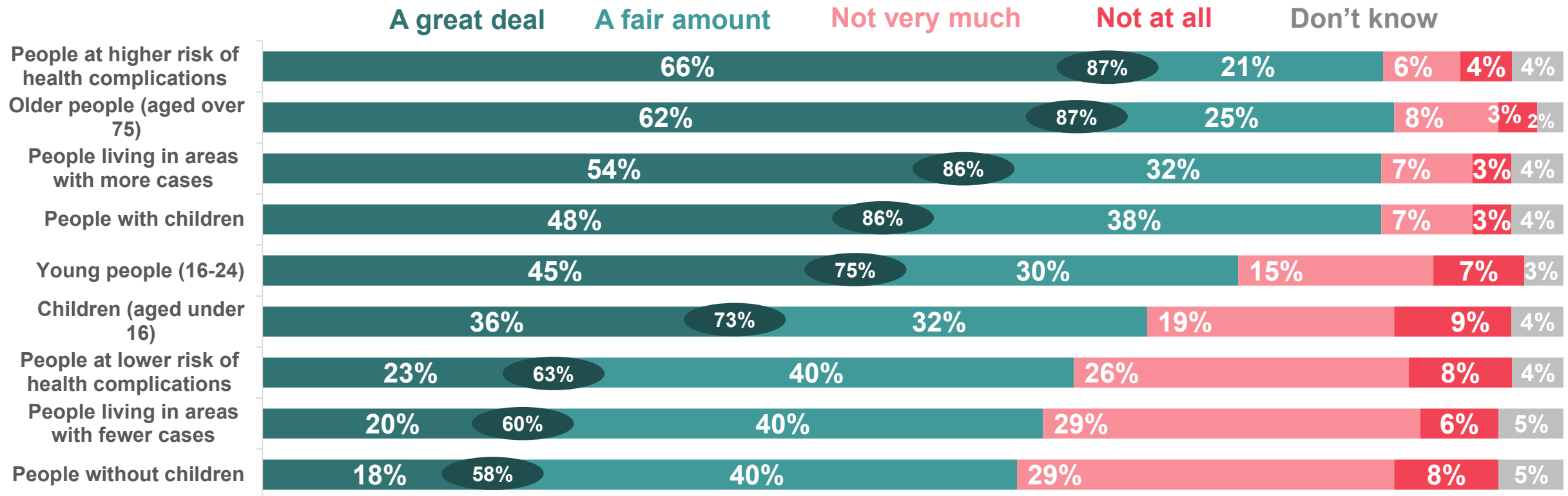
- **Socio-economic status:** people working in professional, administrative and managerial roles (62%).
- **Ethnicity:** people from white ethnic backgrounds (58%).
- **Education:** people educated to a degree, masters or PhD level (61%).
- **Disability:** people living without a disability (59%).
- **Vote intention:** Conservative voters (66%).
- **Region:** people living in the South of England (62%).
- **Views on government measures:** people who think the government measures are 'about right' (66%).
- **Restrictions in own area:** people living in areas under baseline restrictions as of 1<sup>st</sup> November (62%).
- **Satisfaction with government handling:** people who think the government have handled the pandemic well (63%).

Base: November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# A majority think that the Government's approach to the virus has negatively impacted many groups

Q. To what extent, if at all, do you think the UK Government's approach to handling the Coronavirus pandemic has negatively impacted the following groups?

Although all groups are thought to have been negatively impacted by the UK Government's approach to handling the pandemic, some groups are particularly seen to have been affected. These include people at higher risk of health complications (87%), older people (87%), people living in areas with more cases (86%) and people with children (86%).



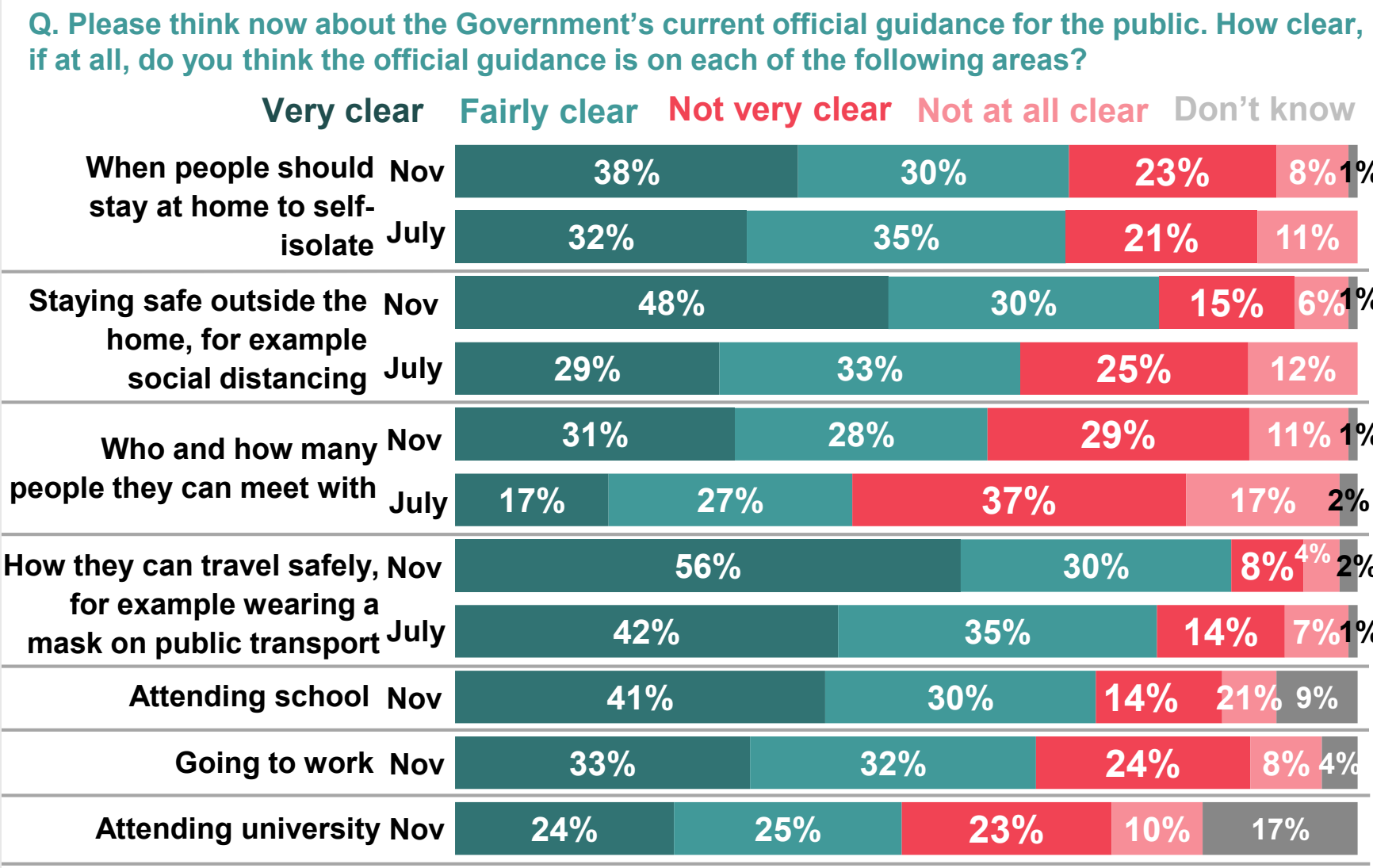
Base: November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# Clarity around some of the official Government guidance has improved since July, though who/how many people can be met with remains less clear

Nearly nine in ten (86%) think the **Government’s guidance on travelling safely is clear**. Around four in five (79%) also think the guidance on staying safe outside the home is clear and seven in ten (68%) think that the guidance on when people should isolate is clear.

The proportion of people who think that the **guidance on staying safe outside the home (79%), who and how many people they can meet with (59%), and how they can travel safely (86%) has significantly increased since July** (62%, 44% and 77% respectively).

Seven in ten think the guidance on attending school (71%) and going to work (65%) is clear. However, **only half (50%) think the same about attending university**.



Base: July: All respondents (2,246 GB adults aged 18+, interviewed via telephone between 17<sup>th</sup> – 29<sup>th</sup> July 2020), November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# Women, people from white ethnic backgrounds and Conservative voters are generally more likely to think that the Government's advice is clear

Q. Please think now about the Government's current official guidance for the public. How clear, if at all, do you think the official guidance is on each of the following areas?

**Voting intention:** Across all the advice, **Conservative voters are generally more likely to think that the Government's advice is clear.** For example, nearly nine in ten (87%) Conservative voters think that the advice on staying safe outside the home is clear compared to 79% overall and 71% of Labour voters.

**Gender:** Across all the advice, **women are generally more likely to think that the Government's advice is clear.** For example, nine in ten (90%) women think that advice on travelling safely is clear compared to around four in five (83%) men.

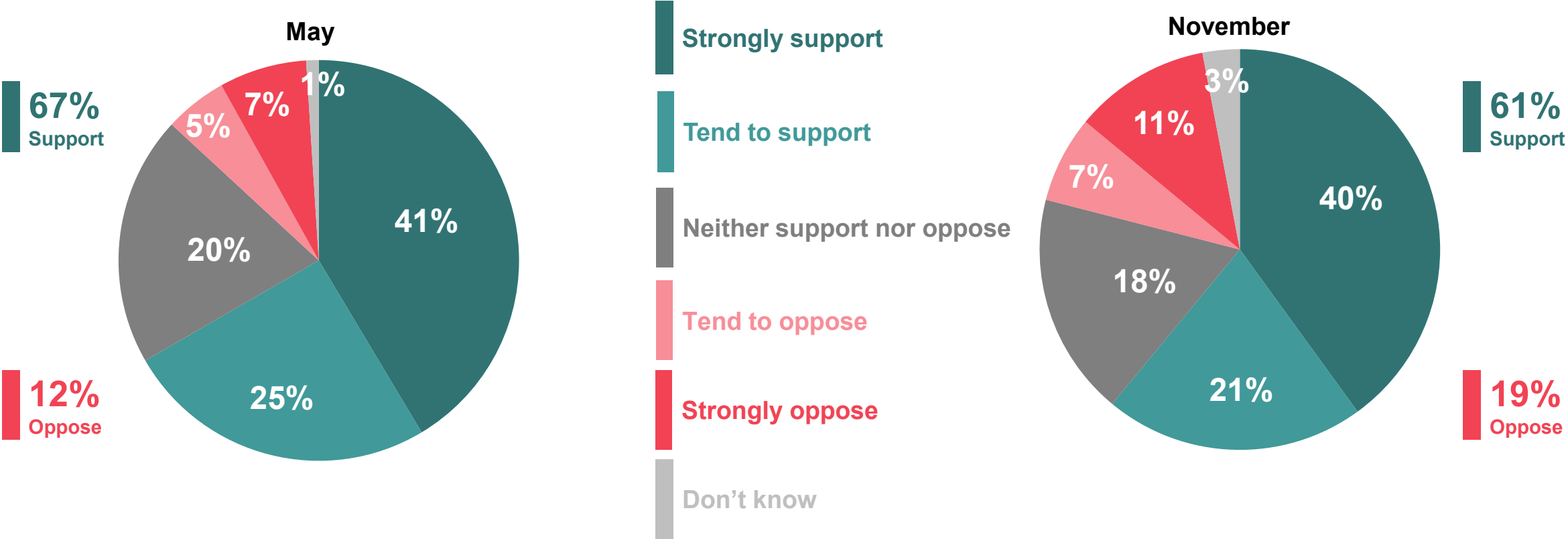
**Ethnicity:** Across all the advice, **people from white ethnic backgrounds are generally more likely to think that the Government's advice is clear.** For example, nearly three quarters (73%) of people from white ethnic backgrounds think that the advice around attending school is clear compared to 64% of people from BAME backgrounds.

# 5. Contact tracing app

# A majority of the public still support the government's use of the contact tracing app

Although a **majority (61%) of people still support the government's use of the contact tracing app**, fewer support it than in May, when 67% supported its use. There has also been an **increase in the proportion of people who oppose the app since May** (from 12% to 19% in November). Around one in five (18%) are indifferent to the government's use of the app.

Q. To what extent do you support or oppose the government's use of a smartphone contact tracing app?\*



Base: May: All respondents (1,983 GB adults aged 18+, interviewed via telephone between 1-10<sup>th</sup> May 2020), November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# There are some differences in support for the app between different groups, including socio-economic status, age and ethnicity

Q. To what extent do you support or oppose the government's use of a smartphone contact tracing app?

**Socio-economic status:** Those working in **professional, administrative and managerial roles** (68%) or **supervision, clerical and junior managerial, administrative or professional roles** (64%) are particularly likely to support the government's use of the contact tracing app (compared with 61% overall).

**Older people:** Those **aged 55+** are particularly likely to support the government's use of the contact tracing app (67% compared to 61% overall).

**Ethnicity:** People from **white ethnic backgrounds** are **significantly more likely to support the use of the app** than people from BAME backgrounds (63% compared to 48%).

**Groups in which support for the app has significantly dropped since May:**

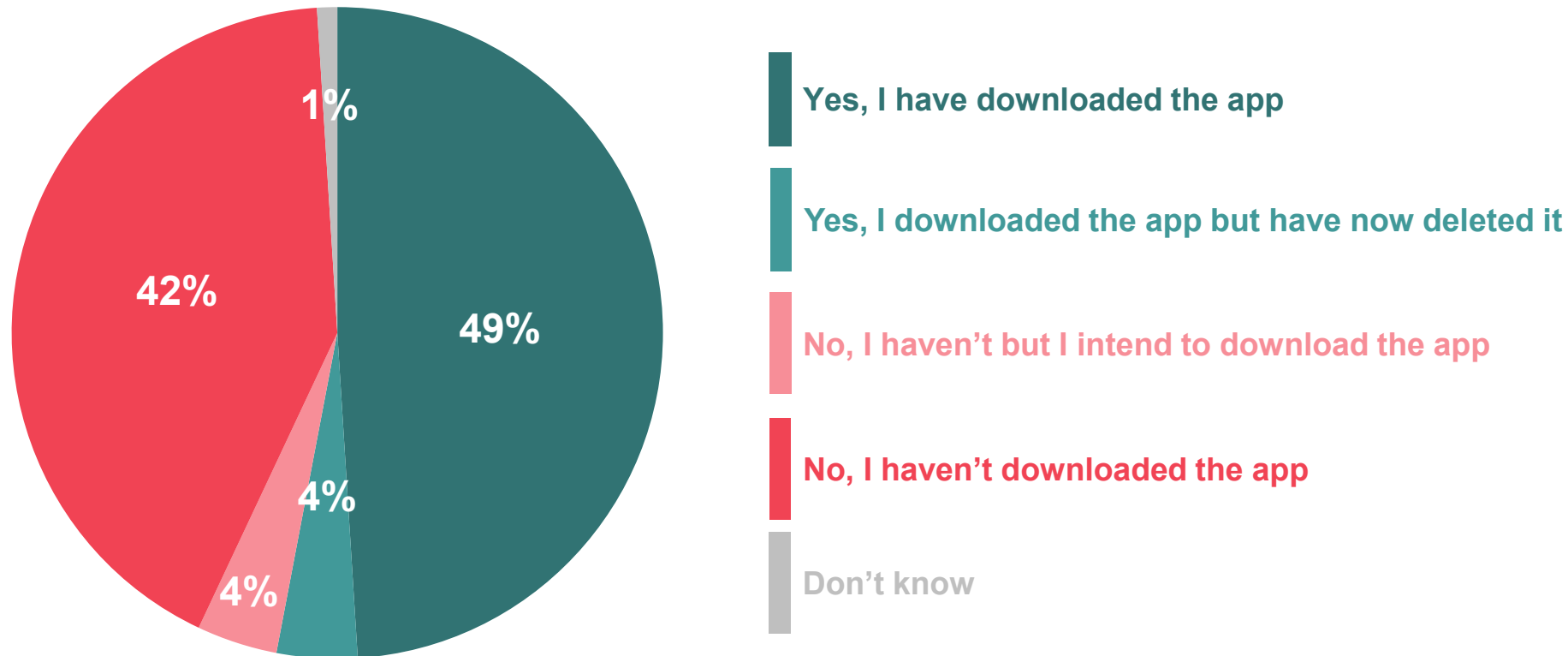
- **People with A-level qualifications or equivalent** and above (e.g. 58% of people with A-level or equivalent as their highest qualification support the app compared to 65% in May).
- **People in full-time or part-time work** (e.g. 60% of people in full-time work compared to 67% in May).
- **Women** (down from 67% in May to 59% in November).

Base: May: All respondents (1,983 GB adults aged 18+, interviewed via telephone between 1-10<sup>th</sup> May 2020), November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# Half of the public have downloaded the contact tracing app

Around **half (49%)** of the public say they have downloaded the contact tracing app, while around two in five (42%) have not downloaded the app. A further four per cent have deleted the app since first downloading it and four per cent have not downloaded the app despite intending to.

## Q. Have you downloaded the contact tracing app?



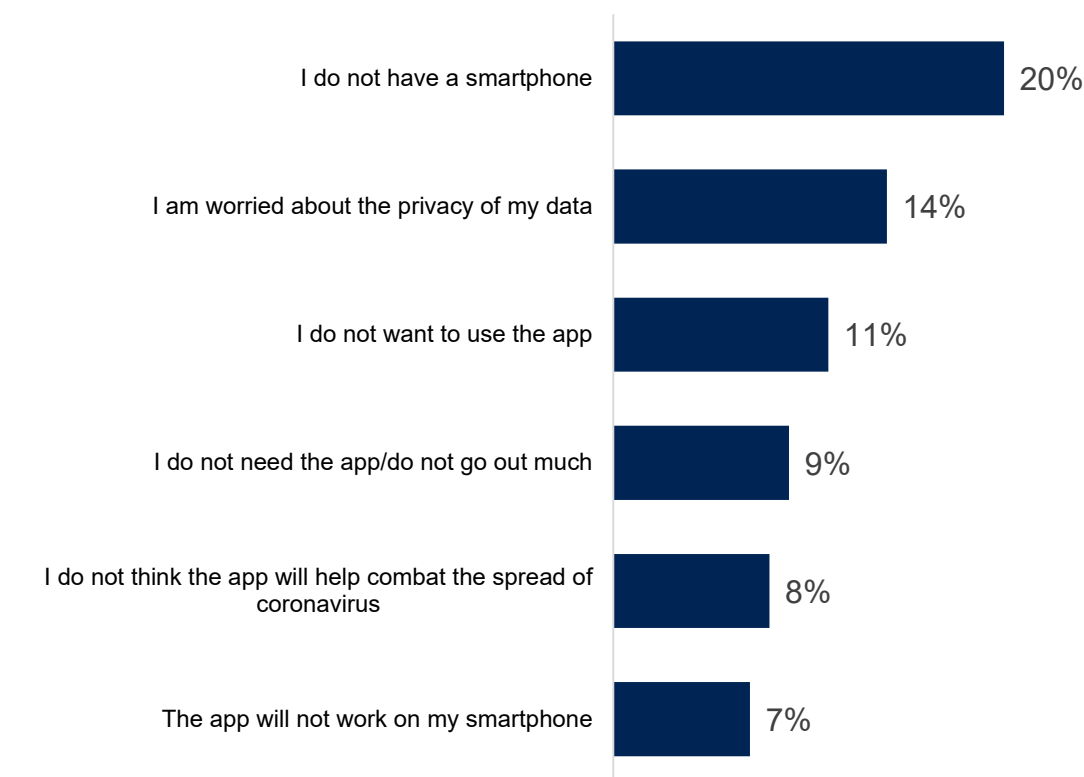
Those aged 35-44 (56%), those not living with a disability (51%), and those working in professional, administrative and managerial roles (58%) or supervision, clerical and junior managerial, administrative or professional roles (55%) are among the most likely to have downloaded the app (compared with 49% overall).

Base: November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)



# Not having a smartphone and worries about data privacy are the most common reasons for not having downloaded the app

Q. You said you haven't downloaded the app, what would you say the main reason is that you haven't downloaded the app? \*



Of the 42% of the public who have not downloaded the app, the most common reason is that they **do not have a smartphone (20%)**.

Other common reasons given are that they are **worried about the privacy of the data (14%)** and that they **do not want to use the app**.

\* 5% and higher

Base: November: GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020: all respondents who have not downloaded the app (931)

# The different age groups have different reasons for not having downloaded the app, and those more likely to experience health inequalities are less likely to be able to download it

The main reason for not downloading the contact tracing app differs across the age groups:

- **18-24 year olds\***: The main reasons given are **not wanting to use the app** (17%) and thinking it will **not help combat the spread of Coronavirus** (16%) \* Please treat with caution as this is based on a small number of participants (82).
- **25 to 34 year olds**: More than one quarter of **25 to 34 year olds** are **worried about the privacy of their data** (27%).
- **35 to 44 year olds**: The three key reasons for this age group are **not wanting to use the app** (18%), concerns about **privacy** (17%) and **not needing the app or not going out much** (16%).
- **45 to 54 year olds**: The main reasons for not downloading the app is worry about **privacy** (19%), although this group are also more likely than the younger age groups to say they do not have a smartphone (12%).
- **55 to 64 year olds**: One in five of this age group (22%) **do not have a smartphone**, significantly more than the younger age groups and the main reason they have not downloaded the app.
- **65+ year olds**: Nearly half of those aged 65 and over (47%) say they do not have a smartphone, and this is the main reason they did not download the app.

Linked to age, the following groups are also particularly likely to say they did not download the app because they do not have a smartphone:

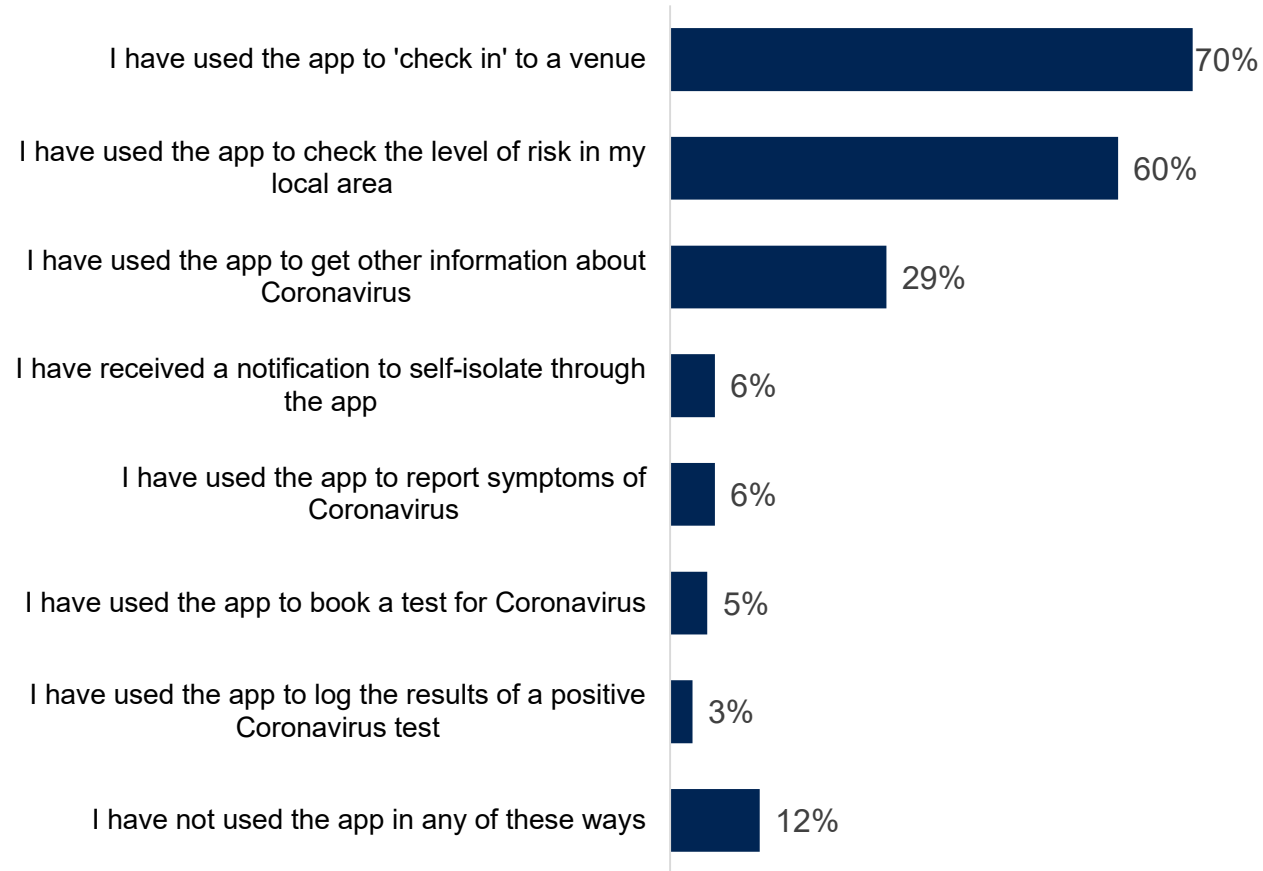
- Those who are **not working** (33%).
- **Routine and manual workers, state pensioners and the unemployed** (30%).
- Those with **no formal qualifications** (40%).
- Those living with a disability (30%).

This means that **those more affected by health inequalities are not able to access the app**, rather than choosing not to do so for other reasons. In addition, one in five (22%) of those who are concerned about Coronavirus have not downloaded the app because they do not have a smartphone, compared with only 12% of those who are not worried about Coronavirus.

In contrast, those who are not concerned about Coronavirus point to concerns about privacy (19%) or not wanting to use the app (18%) as reasons for not downloading the app. Concerns about privacy are also more prominent among those with A level or equivalent as their highest qualification (20%) or a degree, masters or PhD (18%, compared with 14% overall).

# The most common use of the app has been to 'check in' to a venue

Q. Since downloading the contact tracing app, in which, if any, of the following ways have you interacted with it?



A majority of those who have downloaded the contact tracing app have used it. The most common uses are:

- To **'check in' to a venue** (70%)
- To **check the level of risk in the local area** (60%)
- To **get other information** about Coronavirus (29%).

Only one in ten say they **have not used the app in any of the ways asked about** (12%), although this increases to 18% among those aged 55 and over.

Base: November: GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020: all respondents who have downloaded the app (1048)

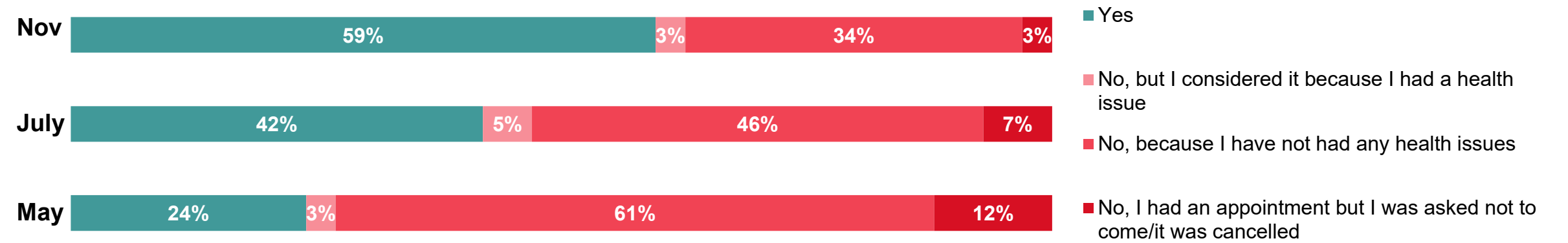
# 6. The public's experience and views of the NHS

# The majority of the public have used a health service since the lockdown was first introduced

**Three in five (59%) people have used a health service since the Government introduced the first lockdown** on March 23<sup>rd</sup> in response to Coronavirus. This marks a significant increase from earlier in the year, when in May only 24%) reported having used a health service since the beginning of lockdown, and two in five (42%) reported the same in July. This is to be expected given that more time has now passed since the lockdown was introduced.

**The impact of the Coronavirus on use of health services continues to lessen:** in November, three per cent of the public had an appointment cancelled/were asked not to come, which is a decrease since July (when seven per cent said the same) and May (when 12% said the same). **The proportion of people who considered using a service for a health issue but decided not to has decreased a little since July**, when five per cent reported this, returning to the same level as in May (three per cent).

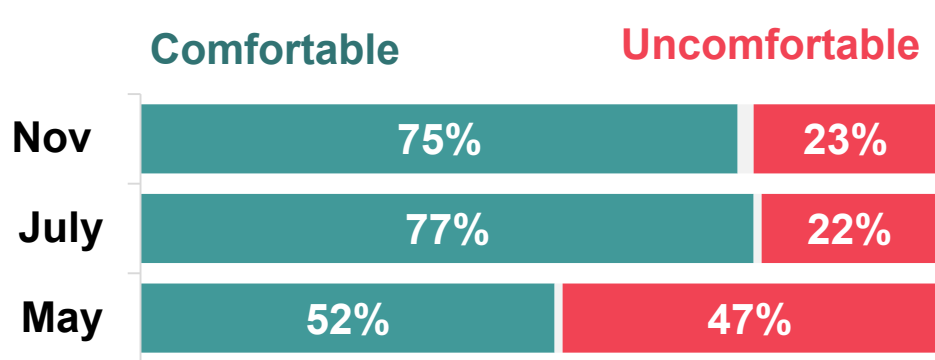
## Q. Since lockdown began on the 23rd of March, have you used a health service?



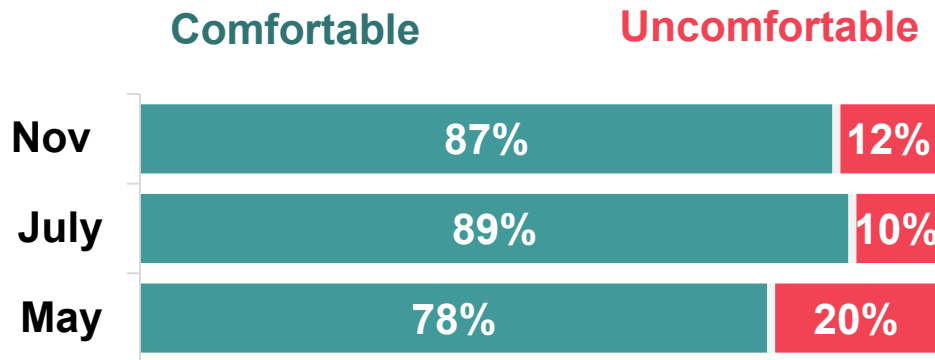
# The majority of the public would still feel comfortable using a health service in the next 3-4 weeks if they needed to

A majority of the public say they would still feel comfortable using their local hospital (75%) or local GP service (87%). This is in line with July, and continues to represent a significant increase since May when only half (52%) reported feeling comfortable using their local hospital and four in five (78%) reported feeling comfortable using their local GP service. Overall, **people continue to feel more comfortable using their local GP service than their local hospital.**

Q. If you developed a health issue that you felt needed treatment over the next 3-4 weeks, how comfortable or not would you feel using your local hospital if necessary?



Q. If you developed a health issue that you felt needed treatment over the next 3-4 weeks, how comfortable or not would you feel using your local GP service if necessary?



# Some groups feel less comfortable using health services, including women, people from BAME backgrounds and people living in areas with heightened restrictions

Q. If you developed a health issue that you felt needed treatment over the next 3-4 weeks, how comfortable or not would you feel using your local hospital/local GP service if necessary?

**Gender:** Men are significantly more likely than women to feel comfortable using their local hospital services if they need to (77% of men, compared with 73% of women).

**Region:** People living in the West Midlands and in Yorkshire and Humber are significantly more likely to feel uncomfortable using their local hospital services if they needed to (both 31%, compared with 23% overall). This is likely to be related to the significant number of Coronavirus cases in these regions (at the time of polling).

**Ethnicity:** People from white ethnic backgrounds are significantly more likely than people from BAME backgrounds to feel comfortable using their local hospital services (77% of people from white ethnic backgrounds, compared with 66% of people from BAME backgrounds) or GP practices (87% compared with 81%).

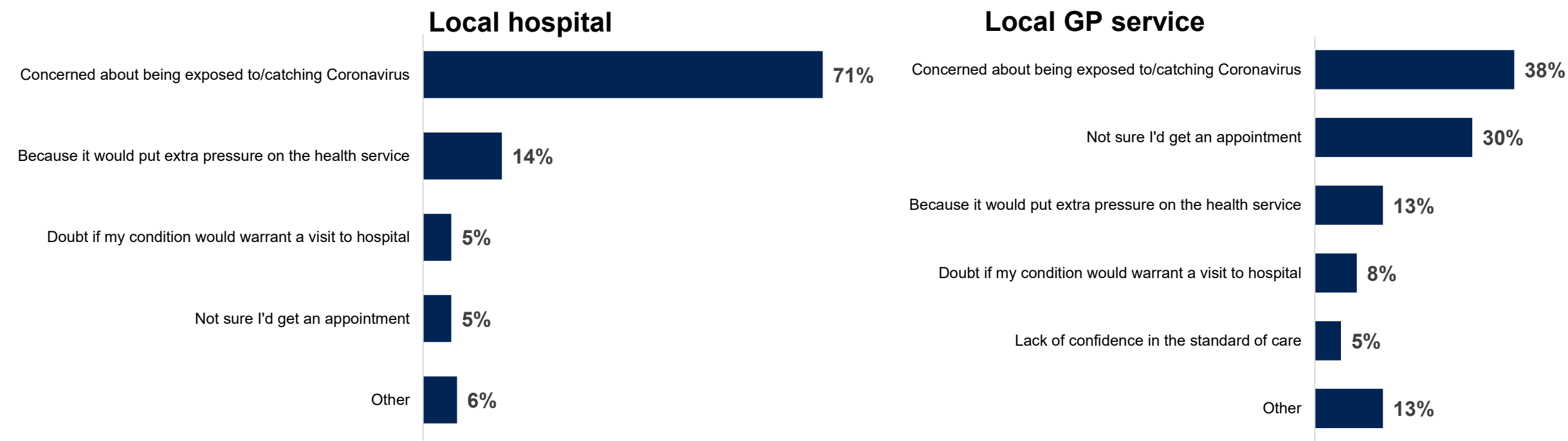
**Level of restrictions:** Those living in areas under baseline restrictions as of 1<sup>st</sup> November are significantly more likely to feel comfortable using their local hospital services if they needed to (81%) than those living under heightened restrictions (73%).

Base: November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# People mostly feel uncomfortable using local health services due to concern about Coronavirus

The main reason underpinning concern about accessing either their local hospital or local GP service is **fear of being exposed to Coronavirus**. This fear is the overriding concern about visiting a hospital (71%). While still the biggest concern around visiting a GP (38%), the concern is of much lower magnitude than about hospitals. Three in ten of those who would feel uncomfortable visiting a GP say they are not sure they would get an appointment (30%).

Q. You said that you would feel very/quite uncomfortable. Why is that? All 5% and higher



Base: November: GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020: all respondents who said they would feel uncomfortable using their local hospital (471), all respondents who said they would feel uncomfortable using their local GP service (234)



# The majority still think that hospitals, GP surgeries and ambulance services are managing well, although less so than in July

The majority of the people continue to think that hospitals (68%), GP surgeries (64%) and ambulance services (59%) are managing well at the moment. However, this represents a significant decrease since July, when 77% thought that hospitals were managing well (down nine percentage points), 73% thought that GP surgeries were managing well (down nine percentage points) and 67% thought ambulance services were managing well (down eight percentage points).

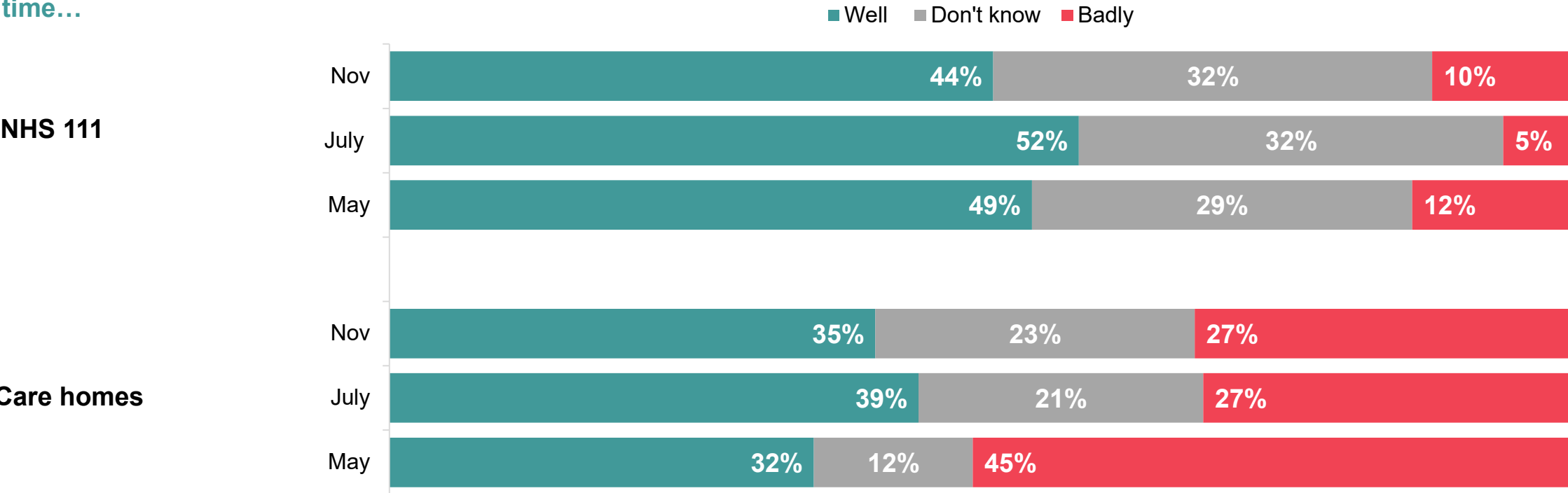
Q. Taking into account everything you have seen, how well or badly are each of the following services managing at this moment in time...



# The public are less confident about how well NHS 111 and care homes are managing, although many are not sure

Fewer people think that NHS 111 and care homes are managing well than other health and care services. More than two in five (44%) think NHS 111 is managing well, while around one third (35%) think care homes are managing well. However, **the proportion of people who report not knowing how well these services are managing remains sizeable** – with around one third (32%) saying they don't know how well NHS 111 is managing now and one quarter (23%) not knowing how well care homes are managing now. As for the other health services, fewer think NHS 111 and care homes are managing well than in July (down eight and four percentage points respectively).

Q. Taking into account everything you have seen, how well or badly are each of the following services managing at this moment in time...



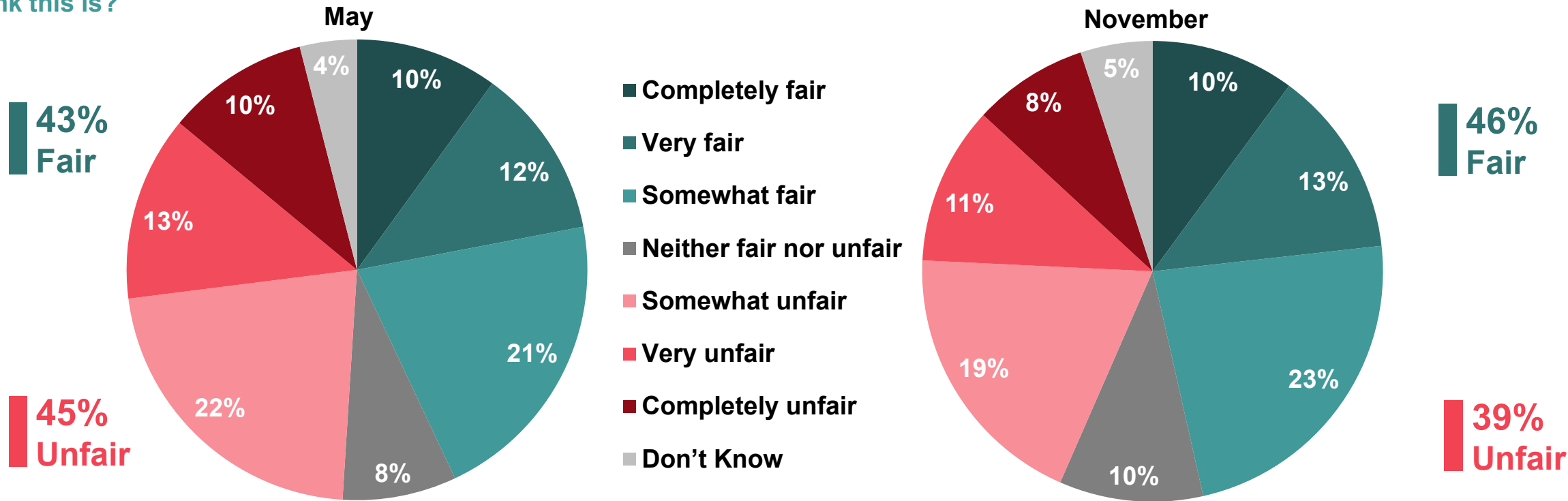
Base: May: All respondents (1,983 GB adults aged 18+, interviewed via telephone between 1-10<sup>th</sup> May 2020), July: All respondents (2,246 GB adults aged 18+, interviewed via telephone between 17<sup>th</sup> – 29<sup>th</sup> July 2020), November: All respondents (2,001, GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# 7. Views on social care

# More people think that a ‘free at the point of use’ NHS service is fair in comparison with means tested social care than in May

Nearly half (46%) of the public think that the funding of NHS services to be free at the point of use in comparison to means tested social care is fair. More think it is fair than in May, when 43% said the same. However, two in five (39%) think the differential in funding approaches in unfair. Younger people and Conservative voters are particularly likely to think that it is fair (53% of 18-34 year olds and 53% of Conservative voters, compared with 46% overall).

Q. At the moment, most NHS services are free at the point of use, paid for by the government through taxation. [In England and Wales] social care is largely means tested / [In Scotland] some elements of social care are means tested. How fair or unfair do you think this is?



Base: May: All respondents (1,983 GB adults aged 18+, interviewed via telephone between 1-10<sup>th</sup> May 2020), November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# The public is divided about whether there should be a lifetime limit on how much people pay for social care, with some not accepting the premise at all

When the concept of lifetime limit for social care costs is explained, around one third of the public (35%) do not accept the premise of individuals having to pay directly for the care they receive. Instead, they think it should come from something like national insurance. While **one in five (21%) think that there should be a lifetime limit on how much people pay for their social care, one in ten (10%) think there should be no lifetime limit.**

**Q. At the moment, if a person does not qualify for state-funded social care, there is no limit on how much they are required to pay for their own social care. Some people have suggested that a lifetime limit could be introduced on how much people pay themselves. Any care which is needed after someone has reached this lifetime limit would be funded by the Government. Which of the following statements comes closest to your view?**

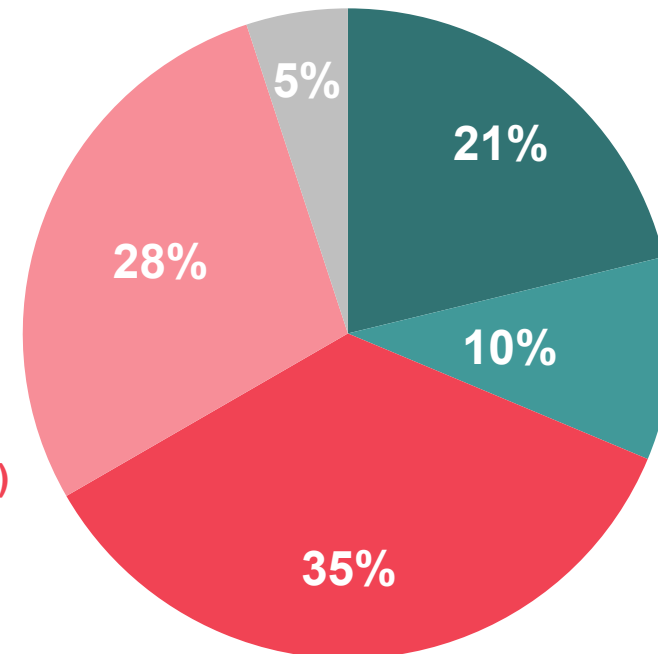
There should be a lifetime limit on how much people pay for their social care

There should be no lifetime limit on how much people pay for their social care

Individuals shouldn't have to directly pay for the care they receive (it should come from something like national insurance)

It depends what the limit is

Don't know



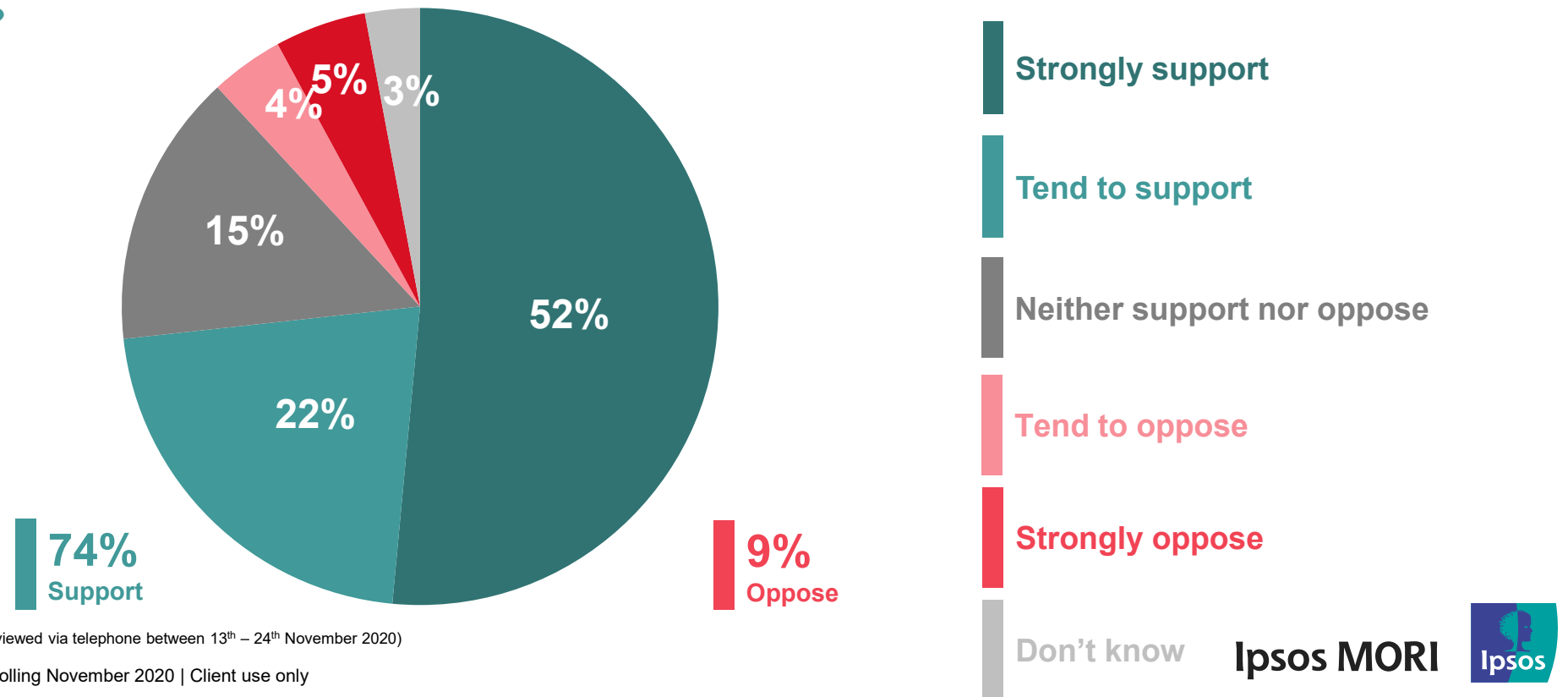
Those who are educated to a degree, masters or PhD level are particularly likely to support a lifetime limit (25%, compared with 17% of people with no formal qualifications and 21% overall). Those with no formal qualifications are more likely to see individuals should not have to pay directly (44%, compared with 35% overall).

# 8. Views on Working Tax Credit and Universal Credit

# A majority of the public *strongly* support the increase in Universal Credit and Working Tax Credit for families during the pandemic

Three quarters (74%) support the increase in Universal Credit and Working Tax Credit for families during the pandemic, including around half (52%) who *strongly* support the increase. Among the most likely to support the increase are Liberal Democrat (88%) and Labour (84%) voters, those educated to a degree, masters or PhD level (79%) and those with professional, administrative and managerial roles (79%), compared with 74% overall.

Q. In April 2020 the Government announced a £20 a week increase in Universal Credit and Working Tax Credit for families during the pandemic. For a single Universal Credit claimant (aged 25 or over), this means the standard allowance has increased from around £318 to £410 per month. This is the equivalent of increasing from around £73 to £94 per week. To what extent do you support or oppose this increase during the pandemic?

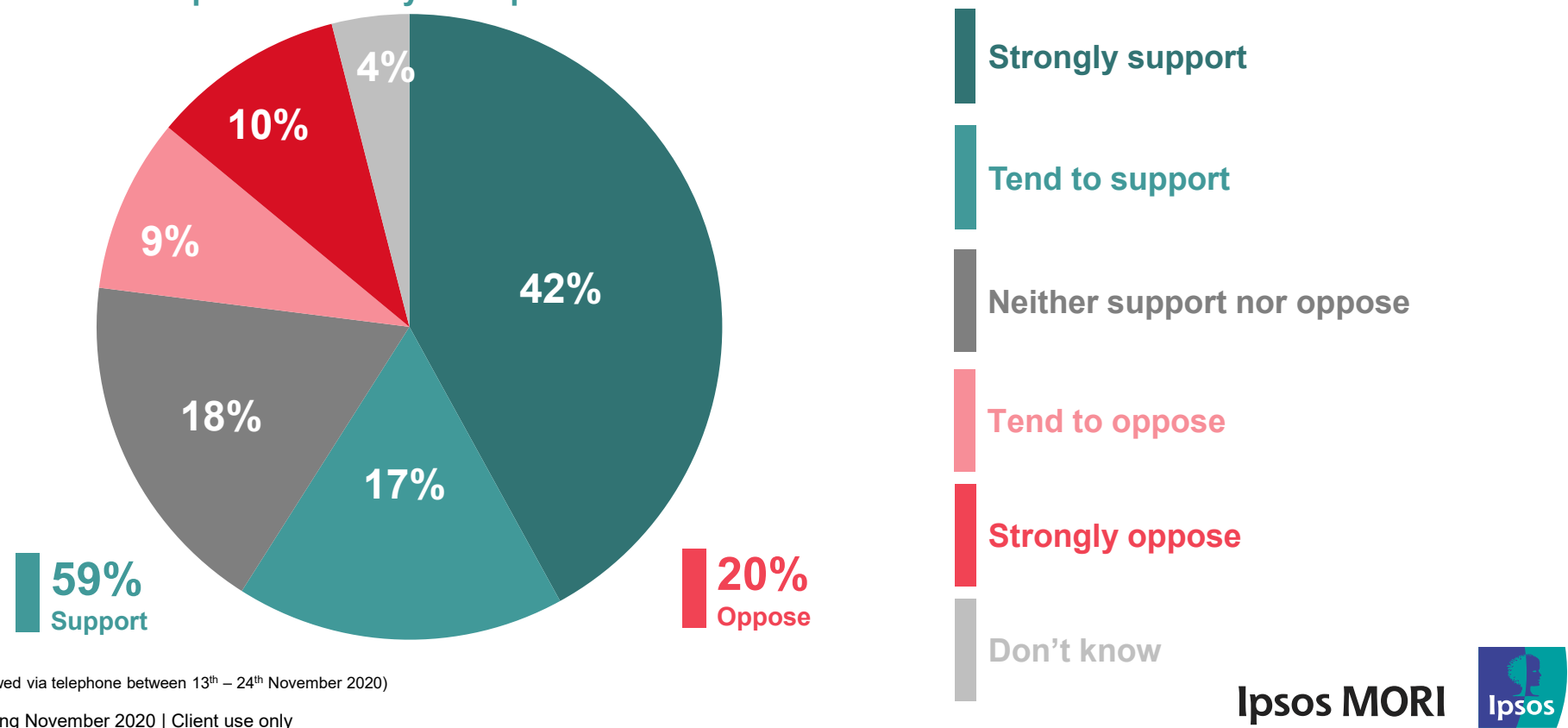


Base: November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# A majority of the public also support permanently increasing Universal Credit and Working Tax Credit

Around three in five (59%) support making the £20 increase to Universal Credit and Working Tax Credit permanent beyond April 2021. This includes two in five of the public (42%) who *strongly* support the permanent increase. Among the most likely to support the increase are Labour voters (73%), and those educated to a degree, masters or PhD level (62%), those living in the North West of England (66%) and Scotland (67%).

Q. The increase in Universal Credit and Working Tax Credit is temporary and is due to end in April 2021. To what extent would you support or oppose making this £20 increase permanent beyond April 2021?



Base: November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

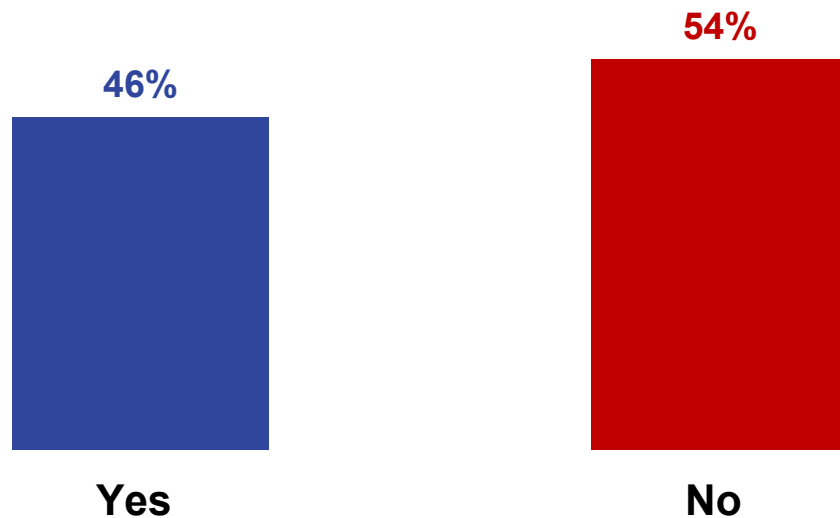


# 9. Experiences of volunteering during the pandemic

# Almost half of the public say they have volunteered to help others in their community during the pandemic

Almost half (46%) of the public say they have volunteered to help others in their community, either by themselves or with an organisation, during the Coronavirus pandemic.

Q. During the Coronavirus pandemic have you volunteered to help others in your community, either by yourself or with an organisation?



Certain groups within society are more likely to report having volunteered during the pandemic. In particular:

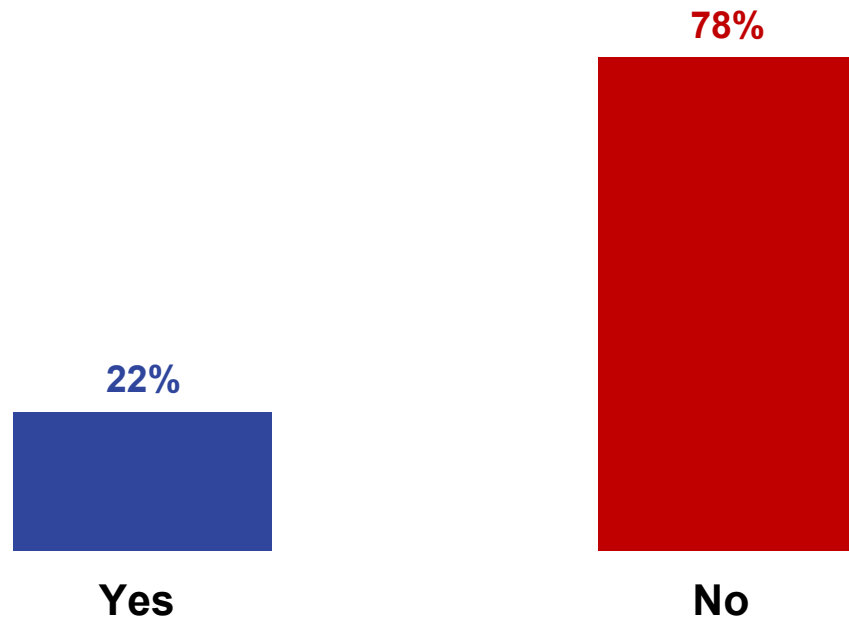
- **Women:** 48%, compared with 43% of men/
- **Those in professional, administrative and management roles:** 53%, compared with 46% overall.
- **Those educated to degree, masters or PhD level:** 51% compared with 46% overall.
- **Those aged 45-54:** 53%, compared with 46% overall.

Base: November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# A majority have not received any support from individuals or organisations during the pandemic

A majority (78%) say they have not received any support from individuals or organisations during the pandemic, while one in five (22%) have received support during the pandemic.

And have you received any support from individuals or organisations in your community during the pandemic?



Certain groups within society are more likely to report having received support from individuals or organisations in their community during the pandemic. In particular:

- **Women**, 26% of whom report having received support, compared with 19% of men.
- **Older people**, aged 65+, 35% of whom report having received support, compared with 22% overall.
- **Those not working**, 29% of whom report having received support, compared with 22% overall.
- **Routine and manual workers, state pensioners and the unemployed**, 29% of whom report having received support, compared with 22% overall.

Base: November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)