

Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

PAGE	TABLE	TITLE	TOTAL
3	1	Q1. I'd like to start by asking a few questions about yourself so that we can classify the results of this survey. Firstly, can I just check which London Borough you live in? Base: All respondents	1603
4	2	Q2. What was your age at your last birthday? Base: All respondents	1603
5	3	Q3. Gender Base: All respondents	1603
6	4	Q4. In the last year, have you sought advice about any of the following issues? Base: All respondents	1603
8	5	Q5. Did you get any advice? IF YES: where from ? Base: All who have sought advice	371
9	6	Q6. After you obtained advice did your situation improve? Base: All who received advice	261
10	7	Q7. And were you asked to pay for the advice you received or was it free? Base: All who received advice	261
11	8	Q8. How satisfied would you say you were with the advice you received? Were you Base: All who received advice	261
12	9	Q9. I'm going to read a list of reasons that sometimes cause people to be dissatisfied with this kind of advice. For each I'd like you to say whether this was relevant in your case. Base: All who were dissatisfied with advice	32
13	10	Q10. How far did you have to travel to get advice, was it more or less than five miles? Base: All who received advice	261
14	11	Q11. If in the future you needed advice on benefits, employment, housing, or money problems such as debts where would you be most likely to go? Base: All who have NOT sought advice	1232
15	12	Q12. In your local area how easy do you believe it is to obtain advice if you want it? Would you say it is Base: All respondents	1603
16	13	Q13. Good legal advice is very important to anyone in a court case, but it can be very expensive. When people cannot afford to cover the cost it is mainly paid for by legal aid and other government funding, but as you may be aware there is pressure on legal aid and other public services due to budget cuts. Please tell me which of the following you agree with. Base: All respondents	1603
17	14	Q14. Are you ... Base: All respondents	1603



GfK NOP

Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

PAGE	TABLE	TITLE	TOTAL
18	15	Q15. And how would you describe your ethnic background? Would you say you are Base: All respondents	1603
19	16	Q16. Are you working full or part-time or not working? Base: All respondents	1603
20	17	Q17. May I ask what is your profession? Base: All respondents	1603



GfK NOP



GfK NOP

Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 1

Q1. I'd like to start by asking a few questions about yourself so that we can classify the results of this survey. Firstly, can I just check which London Borough you live in?

Base: All respondents

	Total (A)	Age					Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
		16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/Living with partner (J)	Single (K)	Widowed/Divorced/Separated (L)	White (M)	BME (N)	Full-time (O)	Part-time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
UnweightedBase	1603	172	337	321	306	199	268	711	892	822	531	250	1052	533	748	247	608	341	622	204	436	651	952
WeightedBase	1603	214	405	333	254	168	228	785	818	807	582	214	1011	576	774	241	588	340	622	213	429	674	929
Barking and Dagenham	51 3%	5 2%	15 4%	9 3%	7 3%	3 2%	10 5%	24 3%	27 3%	22 3%	18 3%	11 5%	34 3%	16 3%	20 3%	6 3%	24 4%	4 1%	18 3%	10 5%	19 4%	-	51 5%
Barnet	49 3%	4 2%	15 4%	9 3%	7 3%	4 2%	10 5%	23 3%	26 3%	22 3%	18 3%	9 4%	30 3%	19 3%	25 3%	5 2%	19 3%	14 4%	20 3%	4 2%	12 3%	-	49 5%
Bexley	49 3%	8 4%	8 2%	9 3%	12 5%	7 4%	6 2%	27 3%	22 3%	32 4%	10 2%	6 3%	37 4%	12 2%	22 3%	12 5%	15 3%	5 1%	28 5%	6 3%	10 2%	-	49 5%
Brent	50 3%	11 5%	10 2%	6 2%	9 4%	6 4%	8 3%	27 3%	23 3%	19 2%	23 4%	9 4%	23 2%	25 4%	25 3%	5 2%	20 3%	11 3%	15 2%	9 4%	16 4%	-	50 5%
Bromley	45 3%	1 1%	4 1%	12 3%	13 5%	7 4%	10 4%	21 3%	24 3%	30 4%	7 1%	8 4%	38 4%	7 1%	21 3%	10 4%	14 2%	13 4%	17 3%	7 3%	8 2%	-	45 5%
Camden	48 3%	3 2%	7 2%	15 5%	5 2%	3 2%	14 6%	25 3%	23 3%	24 3%	16 3%	8 4%	35 3%	14 2%	22 3%	9 4%	17 3%	8 2%	26 4%	4 2%	10 2%	48 7%	-
Croydon	47 3%	6 3%	8 2%	8 2%	8 3%	10 6%	7 3%	21 3%	27 3%	21 3%	11 2%	15 7%	28 3%	19 3%	24 3%	7 3%	16 3%	11 3%	22 4%	8 4%	7 2%	-	47 5%
Ealing	52 3%	15 7%	6 2%	11 3%	7 3%	6 4%	5 2%	28 4%	23 3%	20 3%	24 4%	7 3%	20 2%	32 6%	23 3%	5 2%	24 4%	6 2%	12 2%	8 4%	25 6%	-	52 6%
Enfield	49 3%	6 3%	12 3%	7 2%	9 4%	6 4%	8 4%	26 3%	23 3%	24 3%	17 3%	8 4%	25 2%	19 3%	24 3%	6 3%	19 3%	15 4%	19 3%	4 2%	12 3%	-	49 5%
Greenwich	51 3%	5 2%	11 3%	15 5%	11 4%	2 1%	7 3%	28 4%	23 3%	26 3%	18 3%	7 3%	32 3%	17 3%	30 4%	5 2%	16 3%	9 3%	18 3%	12 6%	13 3%	-	51 5%
Hackney	54 3%	11 5%	19 5%	14 4%	4 2%	3 2%	2 1%	24 3%	30 4%	19 2%	28 5%	7 3%	28 3%	25 4%	27 3%	10 4%	17 3%	12 4%	20 3%	3 2%	19 4%	54 8%	-
Hammersmith and Fulham	50 3%	5 2%	18 4%	13 4%	4 2%	5 3%	3 3%	18 2%	32 4%	28 4%	17 3%	5 2%	35 3%	15 3%	19 2%	10 4%	21 4%	12 3%	24 4%	3 2%	12 3%	50 7%	-
Haringey	52 3%	8 4%	16 4%	13 4%	7 3%	6 4%	3 1%	27 3%	26 3%	22 3%	27 5%	3 2%	34 3%	18 3%	23 3%	13 5%	16 3%	10 3%	20 3%	6 3%	15 4%	52 8%	-



Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 1

Q1. I'd like to start by asking a few questions about yourself so that we can classify the results of this survey. Firstly, can I just check which London Borough you live in?

Base: All respondents

	Total (A)	Age					Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
		16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/Living with partner (J)	Single (K)	Widowed/Divorced/Separated (L)	White (M)	BME (N)	Full-time (O)	Part-time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
WeightedBase	1603	214	405	333	254	168	228	785	818	807	582	214	1011	576	774	241	588	340	622	213	429	674	929
Harrow	50 3%	8 4%	9 2%	14 4%	8 3%	5 3%	6 3%	23 3%	27 3%	30 4%	16 3%	5 2%	15 2%	35 6%	27 3%	10 4%	14 2%	10 3%	24 4%	8 4%	8 2%	-	50 5%
Havering	44 3%	-	2 7%	8 2%	7 3%	14 8%	12 5%	17 2%	27 3%	27 3%	3 1%	14 6%	42 4%	1 *	16 2%	9 4%	19 3%	6 2%	16 3%	10 5%	12 3%	-	44 5%
Hillingdon	47 3%	5 2%	11 3%	6 2%	9 4%	7 4%	10 4%	19 2%	28 3%	26 3%	13 2%	8 4%	35 3%	12 2%	18 2%	9 4%	19 3%	11 3%	21 3%	6 3%	10 2%	-	47 5%
Hounslow	48 3%	3 7%	11 3%	9 3%	9 4%	8 5%	8 4%	23 3%	25 3%	26 3%	15 3%	7 3%	23 2%	25 4%	23 3%	11 4%	15 2%	11 3%	15 2%	8 4%	13 3%	-	48 5%
Islington	52 3%	6 3%	18 5%	8 3%	6 2%	6 3%	7 3%	30 4%	22 3%	34 4%	13 2%	5 2%	38 4%	12 2%	27 4%	9 4%	16 3%	18 5%	13 2%	9 4%	13 3%	52 8%	-
Kensington and Chelsea	50 3%	3 7%	16 4%	13 4%	8 3%	8 5%	4 2%	26 3%	24 3%	22 3%	27 5%	1 1%	40 4%	9 2%	32 4%	4 2%	15 3%	16 5%	15 2%	8 4%	11 3%	50 7%	-
Kingston Upon Thames	49 3%	6 3%	15 4%	5 1%	7 3%	4 3%	13 6%	19 2%	30 4%	27 3%	15 3%	8 4%	42 4%	7 1%	23 3%	7 3%	20 3%	13 4%	21 3%	-	15 4%	-	49 5%
Lambeth	52 3%	8 4%	19 5%	8 2%	8 3%	3 2%	5 2%	25 3%	27 3%	23 3%	22 4%	7 3%	32 3%	19 3%	28 4%	5 2%	19 3%	12 4%	25 4%	6 3%	9 2%	52 8%	-
Lewisham	50 3%	4 2%	12 3%	13 4%	10 4%	5 3%	5 2%	27 3%	23 3%	26 3%	18 3%	5 2%	34 3%	15 3%	25 3%	6 3%	18 3%	11 3%	21 3%	4 2%	13 3%	50 7%	-
Merton	49 3%	6 3%	7 2%	15 4%	9 3%	4 3%	8 3%	22 3%	27 3%	23 3%	21 4%	5 2%	30 3%	18 3%	22 3%	11 5%	16 3%	9 3%	14 2%	12 6%	14 3%	-	49 5%
Newham	52 3%	11 5%	23 6%	3 1%	3 1%	5 3%	6 3%	17 2%	35 4%	30 4%	20 3%	2 1%	22 2%	30 5%	23 3%	3 1%	26 4%	7 2%	22 4%	8 4%	15 3%	52 8%	-
Redbridge	49 3%	9 4%	8 2%	9 3%	12 5%	5 3%	6 3%	26 3%	24 3%	27 3%	16 3%	6 3%	23 2%	27 5%	21 3%	8 3%	20 3%	8 2%	22 3%	3 2%	17 4%	-	49 5%
Richmond Upon Thames	48 3%	7 3%	7 2%	10 3%	6 2%	7 4%	12 5%	25 3%	23 3%	27 3%	13 2%	8 4%	45 4%	3 1%	19 2%	5 2%	24 4%	16 5%	13 2%	3 1%	16 4%	-	48 5%
Southwark	55 3%	15 7%	20 5%	9 3%	6 2%	2 1%	3 1%	32 4%	24 3%	18 2%	34 6%	3 1%	33 3%	22 4%	32 4%	9 4%	14 2%	12 4%	18 3%	8 4%	16 4%	55 8%	-



Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 1

Q1. I'd like to start by asking a few questions about yourself so that we can classify the results of this survey. Firstly, can I just check which London Borough you live in?

Base: All respondents

	Total (A)	Age					Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
		16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/Living with partner (J)	Single (K)	Widowed/Divorced/Separated (L)	White (M)	BME (N)	Full-time (O)	Part-time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
WeightedBase	1603	214	405	333	254	168	228	785	818	807	582	214	1011	576	774	241	588	340	622	213	429	674	929
Sutton	51 3%	5 2%	14 3%	17 5%	10 4%	2 1%	4 2%	29 4%	22 3%	39 5%	8 1%	5 2%	38 4%	13 2%	32 4%	7 3%	12 2%	15 4%	19 3%	7 3%	10 2%	-	51 6%
Tower Hamlets	57 4%	14 7%	22 6%	7 2%	7 3%	1 1%	6 2%	35 5%	21 3%	23 3%	27 5%	7 3%	29 3%	28 5%	28 4%	5 2%	24 4%	12 3%	22 4%	9 4%	14 3%	57 8%	-
Waltham Forest	50 3%	10 5%	14 3%	10 3%	9 3%	3 2%	5 2%	18 2%	32 4%	22 3%	23 4%	5 2%	26 3%	24 4%	19 2%	9 4%	22 4%	7 2%	19 3%	6 3%	18 4%	-	50 5%
Wandsworth	52 3%	6 3%	16 4%	16 5%	6 2%	5 3%	3 1%	28 4%	25 3%	25 3%	25 4%	2 1%	33 3%	19 3%	31 4%	5 2%	16 3%	12 3%	23 4%	7 3%	11 2%	52 8%	-
Westminster	49 3%	1 1%	12 3%	11 3%	10 4%	6 4%	9 4%	26 3%	23 3%	21 3%	20 3%	8 4%	30 3%	18 3%	22 3%	5 2%	21 4%	8 2%	18 3%	6 3%	17 4%	49 7%	-
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Inner London (Net)	674 42%	95 44%	218 54%	144 43%	84 33%	59 35%	73 32%	339 43%	334 41%	316 39%	294 51%	64 30%	423 42%	245 42%	339 44%	95 39%	240 41%	149 44%	268 43%	82 39%	174 41%	674 100%	-
Outer London (Net)	929 58%	119 56%	188 46%	189 57%	170 67%	109 65%	155 68%	446 57%	483 59%	491 61%	288 49%	150 70%	587 58%	332 58%	435 56%	146 61%	349 59%	190 56%	354 57%	130 61%	255 59%	-	929 100%



Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 2

Q2. What was your age at your last birthday?

Base: All respondents

	Age						Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
	Total (A)	16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/Living with partner (J)	Single (K)	Widowed/Divorced/Separated (L)	White (M)	BME (N)	Full-time (O)	Part-time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
UnweightedBase	1603	172	337	321	306	199	268	711	892	822	531	250	1052	533	748	247	608	341	622	204	436	651	952
WeightedBase	1603	214	405	333	254	168	228	785	818	807	582	214	1011	576	774	241	588	340	622	213	429	674	929
16 - 24	214 13%	214 100%	-	-	-	-	-	122 16%	91 11%	12 1%	202 35%	-	70 7%	143 25%	38 5%	41 17%	134 23%	12 4%	128 21%	16 7%	58 13%	95 14%	119 13%
25 - 34	405 25%	-	405 100%	-	-	-	-	174 22%	231 28%	213 26%	181 31%	12 6%	224 22%	181 31%	282 36%	53 22%	71 12%	120 35%	174 28%	44 21%	67 16%	218 32%	188 20%
35 - 44	333 21%	-	-	333 100%	-	-	-	156 20%	178 22%	225 28%	77 13%	32 15%	209 21%	123 21%	220 28%	60 25%	53 9%	88 26%	124 20%	55 26%	67 16%	144 21%	189 20%
45 - 54	254 16%	-	-	-	254 100%	-	-	119 15%	134 16%	157 19%	57 10%	40 19%	181 18%	66 11%	151 19%	43 18%	60 10%	53 16%	96 15%	41 19%	64 15%	84 12%	170 18%
55 - 64	168 11%	-	-	-	-	168 100%	-	89 11%	79 10%	102 13%	29 5%	37 17%	136 14%	28 5%	73 9%	22 9%	73 12%	36 10%	43 7%	31 15%	58 14%	59 9%	109 12%
Over 65	228 14%	-	-	-	-	-	228 100%	124 16%	104 13%	98 12%	38 6%	93 43%	190 19%	36 6%	11 1%	21 9%	197 33%	32 9%	57 9%	26 12%	114 27%	73 11%	155 17%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 3

Q3. Gender

Base: All respondents

	Age						Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
	Total (A)	16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/Living with partner (J)	Single (K)	Widowed/Divorced/Separated (L)	White (M)	BME (N)	Full-time (O)	Part-time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
UnweightedBase	1603	172	337	321	306	199	268	711	892	822	531	250	1052	533	748	247	608	341	622	204	436	651	952
WeightedBase	1603	214	405	333	254	168	228	785	818	807	582	214	1011	576	774	241	588	340	622	213	429	674	929
Male	785 49%	122 57%	174 43%	156 47%	119 47%	89 53%	124 54%	785 100%	-	412 51%	303 52%	70 33%	479 47%	297 52%	437 56%	71 30%	277 47%	178 53%	272 44%	139 65%	197 46%	339 50%	446 48%
Female	818 51%	91 43%	231 57%	178 53%	134 53%	79 47%	104 46%	-	818 100%	395 49%	279 48%	144 67%	532 53%	279 48%	337 44%	170 70%	311 53%	161 47%	351 56%	74 35%	232 54%	334 50%	483 52%



GfK NOP

Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 4

Q4. In the last year, have you sought advice about any of the following issues?

Base: All respondents

	Total (A)	Age					Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
		16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/Living with partner (J)	Single (K)	Widowed/Divorced/Separated (L)	White (M)	BME (N)	Full-time (O)	Part-time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
UnweightedBase	1603	172	337	321	306	199	268	711	892	822	531	250	1052	533	748	247	608	341	622	204	436	651	952
WeightedBase	1603	214	405	333	254	168	228	785	818	807	582	214	1011	576	774	241	588	340	622	213	429	674	929
Welfare Benefits and/or Tax Credits	191 12%	25 12%	58 14%	54 16%	34 13%	10 6%	10 4%	77 10%	114 14%	95 12%	63 11%	33 15%	101 10%	84 15%	58 7%	53 22%	80 14%	26 8%	72 12%	24 11%	69 16%	74 11%	117 13%
Employment	195 12%	67 31%	51 13%	41 12%	25 10%	9 6%	2 1%	90 11%	106 13%	71 9%	106 18%	18 9%	96 10%	96 17%	58 7%	39 16%	99 17%	19 6%	80 13%	25 12%	72 17%	82 12%	114 12%
Housing	117 7%	22 10%	44 11%	26 8%	15 6%	7 4%	3 1%	44 6%	73 9%	54 7%	48 8%	15 7%	53 5%	62 11%	39 5%	25 11%	53 9%	15 4%	33 5%	19 9%	51 12%	49 7%	68 7%
Immigration	49 3%	5 2%	24 6%	10 3%	4 2%	2 1%	4 2%	20 3%	28 3%	34 4%	12 2%	3 1%	24 2%	24 4%	22 3%	11 4%	15 3%	15 5%	12 2%	12 5%	10 2%	21 3%	27 3%
Money problems, such as debts	65 4%	7 3%	18 5%	18 5%	11 4%	10 6%	-	32 4%	33 4%	29 4%	24 4%	12 5%	23 2%	41 7%	26 3%	13 5%	26 4%	7 2%	25 4%	9 4%	24 6%	24 4%	41 4%
None of these	1207 75%	125 58%	284 70%	242 73%	200 79%	143 85%	212 93%	618 79%	588 72%	635 79%	407 70%	165 77%	808 80%	390 68%	632 82%	154 64%	421 72%	278 82%	473 76%	163 77%	293 68%	509 76%	698 75%
Don't know	4	1 1%	-	-	2 1%	-	1	3	1	2	2	-	1	2	2	-	2	-	1	1	2	1	3
Sought any advice (Net)	392 24%	88 41%	121 30%	91 27%	52 21%	25 15%	15 7%	164 21%	228 28%	170 21%	172 30%	50 23%	202 20%	184 32%	140 18%	87 36%	165 28%	61 18%	148 24%	49 23%	134 31%	164 24%	228 25%



Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 5

Q5. Did you get any advice? IF YES: where from ?

Base: All who have sought advice

	Total (A)	Age					Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
		16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/ Living with partner (J)	Single (K)	Widowed/ Divorced/ Separated (L)	White (M)	BME (N)	Full- time (O)	Part- time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
UnweightedBase	371	71	103	88	63	29	17	140	231	162	154	55	196	168	130	83	158	60	140	46	125	153	218
WeightedBase	392	88*	121	91*	52*	25**	15**	164	228	170	172	50*	202	184	140	87*	165	61*	148	49*	134	164	228
Citizens Advice Bureau	66 17%	18 21%	20 16%	10 11%	11 21%	5 21%	2 13%	30 18%	37 16%	26 15%	32 19%	8 15%	25 12%	38 21%	19 14%	17 20%	29 18%	3 5%	27 18%	8 17%	28 21%	23 14%	43 19%
Law Centre	21 5%	5 6%	8 7%	4 4%	3 5%	2 7%	-	12 7%	10 4%	10 6%	10 6%	1 2%	9 5%	10 5%	6 4%	1 1%	15 9%	-	7 5%	4 9%	10 8%	10 6%	11 5%
Other advice centre	93 24%	24 27%	21 18%	24 26%	13 24%	7 27%	5 31%	42 26%	51 22%	34 20%	45 26%	14 29%	44 22%	47 26%	28 20%	14 16%	50 30%	11 18%	37 25%	9 19%	35 27%	43 26%	50 22%
A solicitor	44 11%	5 6%	21 17%	11 13%	5 10%	1 4%	1 6%	21 13%	23 10%	22 13%	17 10%	5 9%	18 9%	24 13%	16 11%	10 12%	18 11%	9 15%	15 10%	8 16%	12 9%	21 13%	23 10%
Another advisor, such as a trade union rep	23 6%	4 4%	7 6%	4 5%	4 8%	4 14%	-	12 7%	11 5%	13 8%	7 4%	3 5%	14 7%	8 4%	10 7%	7 8%	6 4%	8 12%	10 7%	2 4%	3 2%	11 7%	12 5%
The Internet	173 44%	47 54%	59 49%	41 45%	20 38%	6 23%	6	74 45%	99 44%	73 43%	82 48%	19 37%	80 40%	91 49%	74 52%	35 40%	65 39%	38 62%	65 44%	26 53%	44 33%	75 46%	98 43%
Telephone advice line	66 17%	16 19%	19 16%	18 20%	6 11%	3 13%	4 24%	16 10%	50 22%	23 14%	34 20%	9 18%	34 17%	30 16%	20 14%	18 21%	28 17%	11 18%	28 19%	8 16%	19 14%	30 18%	36 16%
Council/Local Authority	19 5%	2 2%	7 6%	7 8%	2 3%	-	2 11%	3 2%	16 7%	8 5%	9 5%	3 5%	7 3%	12 6%	7 5%	4 5%	8 5%	3 5%	10 7%	2 4%	4 3%	11 6%	9 4%
Word of mouth (connections/friends/contacts/family)	24 6%	9 11%	5 4%	7 8%	3 5%	-	-	13 8%	11 5%	5 3%	15 9%	3 6%	7 3%	17 9%	6 4%	7 8%	11 7%	2 3%	8 5%	6 12%	8 6%	8 5%	16 7%
Job Centre	27 7%	8 9%	6 5%	4 4%	8 15%	2 8%	-	12 7%	15 7%	11 6%	12 7%	4 8%	16 8%	11 6%	5 3%	5 6%	17 10%	1 2%	7 5%	4 8%	15 11%	10 6%	17 7%
University/College/School	14 4%	12 14%	-	1 1%	1 1%	-	-	6 3%	8 4%	2 1%	12 7%	-	3 2%	10 6%	1 1%	5 5%	9 5%	2 3%	8 5%	-	4 3%	5 3%	9 4%
Employer/work	8 2%	1 2%	3 3%	3 3%	1 1%	-	-	1 1%	7 3%	5 3%	2 1%	1 2%	6 3%	2 1%	5 3%	1 1%	3 2%	3 5%	2 1%	2 5%	1 1%	6 4%	3 1%
Or, somewhere else	33 9%	1 2%	11 9%	9 9%	6 11%	3 13%	3 23%	18 11%	16 7%	15 9%	14 8%	5 10%	19 9%	12 7%	18 13%	6 7%	9 6%	10 16%	10 7%	4 7%	10 8%	16 10%	17 7%

Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 5

Q5. Did you get any advice? IF YES: where from ?

Base: All who have sought advice

	Total (A)	Age					Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
		16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/ Living with partner (J)	Single (K)	Widowed/ Divorced/ Separated (L)	White (M)	BME (N)	Full- time (O)	Part- time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
WeightedBase	392	88*	121	91*	52*	25**	15**	164	228	170	172	50*	202	184	140	87*	165	61*	148	49*	134	164	228
None of these	39 10%	5 5%	14 12%	8 8%	4 8%	5 21%	3 17%	19 12%	20 9%	25 15%	10 6%	3 7%	25 12%	14 8%	16 11%	11 13%	12 7%	6 9%	15 10%	4 7%	15 11%	12 8%	26 12%
Don't know	3 1%	-	2 2%	1 1%	-	-	-	-	3 1%	2 1%	1 1%	-	2 1%	1 1%	3 2%	-	-	1 2%	2 1%	-	-	2 1%	1 *
Got any advice (Net)	307 78%	68 77%	95 79%	76 83%	38 74%	18 72%	12 78%	130 79%	177 77%	128 75%	138 80%	41 83%	153 76%	148 80%	112 80%	64 74%	131 79%	48 79%	118 80%	37 76%	103 77%	134 82%	173 76%



Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 6

Q6. After you obtained advice did your situation improve?

Base: All who received advice

	Total (A)	Age					Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
		16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/ Living with partner (J)	Single (K)	Widowed/ Divorced/ Separated (L)	White (M)	BME (N)	Full- time (O)	Part- time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
UnweightedBase	261	55	75	64	40	19	8	101	160	107	115	39	132	123	91	56	114	41	100	32	88	111	150
WeightedBase	280	68*	88*	67*	34*	16**	7**	119	161	115	129	36*	138	136	99*	58*	122	43*	107	35*	95*	121	159
Yes	181 65%	43 64%	61 69%	49 73%	14 42%	10 59%	4 51%	77 64%	104 65%	71 62%	88 68%	22 61%	85 62%	91 67%	66 66%	41 70%	74 61%	26 61%	75 70%	22 63%	58 61%	78 65%	102 64%
No	84 30%	22 32%	24 27%	13 19%	16 48%	7 41%	3 38%	37 31%	47 29%	35 30%	38 29%	11 31%	41 30%	42 31%	28 29%	13 22%	43 35%	13 30%	28 26%	12 34%	31 33%	36 30%	48 30%
Don't know	15 5%	3 4%	4 4%	5 8%	3 10%	-	1 11%	5 4%	10 6%	9 8%	3 3%	3 8%	12 8%	4 3%	5 5%	5 8%	5 4%	4 10%	4 4%	1 3%	6 6%	7 5%	8 5%



Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 7

Q7. And were you asked to pay for the advice you received or was it free?

Base: All who received advice

	Age						Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
	16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/Living with partner (J)	Single (K)	Widowed/Divorced/Separated (L)	White (M)	BME (N)	Full-time (O)	Part-time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)	
UnweightedBase	261	55	75	64	40	19	8	101	160	107	115	39	132	123	91	56	114	41	100	32	88	111	150
WeightedBase	280	68*	88*	67*	34*	16**	7**	119	161	115	129	36*	138	136	99*	58*	122	43*	107	35*	95*	121	159
Yes, I paid for the advice	16 6%	-	10	1	4	1	-	10	6	9	5	2	4	12	11	2	3	8	3	3	2	6	10
No, the advice was free	262 94%	68	77	65	30	15	7	109	153	105	124	33	133	125	89	56	118	34	104	32	92	113	149
Don't know	1 *	-	1	-	-	-	-	-	1	-	-	1	1	-	-	-	1	-	-	-	1	1	-
		-	1%	-	-	-	-	-	1%	-	-	3%	1%	-	-	-	1%	-	-	-	1%	1%	-



Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 8

Q8. How satisfied would you say you were with the advice you received? Were you

Base: All who received advice

	Age						Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
	Total (A)	16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/Living with partner (J)	Single (K)	Widowed/Divorced/Separated (L)	White (M)	BME (N)	Full-time (O)	Part-time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
UnweightedBase	261	55	75	64	40	19	8	101	160	107	115	39	132	123	91	56	114	41	100	32	88	111	150
WeightedBase	280	68*	88*	67*	34*	16**	7**	119	161	115	129	36*	138	136	99*	58*	122	43*	107	35*	95*	121	159
Very satisfied (2)	103 37%	22 33%	33 38%	28 42%	11 31%	6 38%	3 38%	40 34%	63 39%	42 37%	47 37%	13 37%	65 47%	36 26%	35 36%	21 37%	46 37%	16 37%	39 37%	11 32%	36 38%	50 41%	53 33%
Fairly satisfied (1)	124 44%	34 50%	39 44%	28 42%	16 47%	6 37%	1 11%	56 47%	68 42%	52 46%	58 45%	13 37%	50 36%	72 53%	45 45%	29 50%	49 40%	15 35%	56 52%	17 50%	36 38%	45 38%	78 49%
Neither satisfied nor dissatisfied (0)	27 10%	6 9%	7 8%	8 11%	3 10%	1 5%	2 25%	14 12%	13 8%	12 10%	12 9%	4 10%	12 9%	15 11%	12 12%	1 2%	14 12%	9 20%	4 4%	4 11%	10 11%	11 9%	16 10%
Fairly dissatisfied (-1)	9 3%	3 4%	5 5%	-	1 2%	1 5%	-	3 2%	6 4%	3 3%	5 4%	1 2%	4 3%	5 4%	1 1%	2 4%	6 5%	-	4 3%	1 2%	5 5%	5 4%	3 2%
Very dissatisfied (-2)	17 6%	3 4%	5 5%	3 5%	3 9%	2 15%	1 13%	6 5%	11 7%	4 4%	7 6%	5 14%	7 5%	8 6%	5 5%	4 8%	7 6%	3 8%	4 4%	2 5%	8 8%	8 7%	9 6%
Don't know	1	-	-	-	-	-	1 13%	1 1%	-	1 1%	-	-	-	1 1%	1 1%	-	-	-	-	-	1 1%	1 1%	-
Satisfied (Net)	226 81%	56 83%	72 82%	56 84%	26 78%	12 75%	4 49%	96 80%	130 81%	95 83%	105 81%	26 74%	115 83%	108 79%	80 81%	51 87%	95 78%	31 72%	95 89%	28 82%	72 76%	95 79%	131 82%
Dissatisfied (Net)	26 9%	5 8%	9 10%	3 5%	4 11%	3 20%	1 13%	8 7%	17 11%	7 6%	12 10%	6 16%	11 8%	13 9%	6 6%	7 11%	13 11%	3 8%	8 7%	3 7%	12 13%	13 11%	12 8%
Mean	1.03	1.04	1.04	1.16	0.89	0.78	0.70	1.03	1.02	1.10	1.03	0.80	1.18	0.91	1.06	1.05	0.99	0.94	1.15	1.01	0.94	1.03	1.02

Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 9

Q9. I'm going to read a list of reasons that sometimes cause people to be dissatisfied with this kind of advice. For each I'd like you to say whether this was relevant in your case.

Base: All who were dissatisfied with advice

	Total (A)	Age						Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London	
		16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/Living with partner (J)	Single (K)	Widowed/Divorced/Separated (L)	White (M)	BME (N)	Full-time (O)	Part-time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
UnweightedBase	32	6	9	5	7	4	1	9	23	8	16	8	10	19	8	8	16	4	8	5	15	18	14
WeightedBase	33*	8**	10**	5**	5**	3**	1**	11**	22**	9**	18**	7**	11**	19**	8**	8**	17**	3**	9**	5**	16**	19**	14**
Would you say you were unhappy with the advice given?	21 65%	4 50%	6 57%	4 83%	4 71%	2 76%	1 100%	8 74%	13 60%	3 39%	12 68%	6 88%	6 56%	14 72%	5 63%	6 80%	10 59%	2 72%	4 50%	3 68%	11 70%	11 60%	10 70%
Did you need representation or some other specialist service which the advisor you spoke to was unable to offer?	12 35%	4 49%	1 11%	1 18%	2 43%	2 76%	1 100%	5 42%	7 32%	1 11%	6 34%	5 71%	3 24%	8 39%	2 21%	4 56%	5 33%	2 72%	2 28%	3 68%	4 22%	5 27%	7 46%
Was it because you could not afford to take the case any further?	12 35%	-	5 45%	2 43%	2 43%	2 76%	-	3 30%	8 38%	3 40%	3 17%	5 77%	5 46%	5 27%	3 37%	1 9%	8 46%	2 50%	3 34%	-	7 44%	7 37%	5 33%
Was it because of the way the advisor dealt with you?	18 53%	4 50%	7 67%	1 18%	3 57%	2 52%	1 100%	5 42%	13 58%	2 25%	11 62%	4 66%	7 66%	10 50%	3 34%	6 71%	9 54%	1 27%	3 36%	3 68%	10 63%	8 42%	10 68%
Another reason	19 58%	5 65%	2 22%	5 100%	4 72%	2 76%	-	7 66%	12 53%	5 62%	9 48%	5 76%	5 45%	11 58%	6 78%	3 44%	9 54%	3 100%	4 51%	3 52%	9 54%	12 62%	7 52%

Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 10

Q10. How far did you have to travel to get advice, was it more or less than five miles?

Base: All who received advice

	Age						Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
	Total (A)	16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/Living with partner (J)	Single (K)	Widowed/Divorced/Separated (L)	White (M)	BME (N)	Full-time (O)	Part-time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
UnweightedBase	261	55	75	64	40	19	8	101	160	107	115	39	132	123	91	56	114	41	100	32	88	111	150
WeightedBase	280	68*	88*	67*	34*	16**	7**	119	161	115	129	36*	138	136	99*	58*	122	43*	107	35*	95*	121	159
More than five miles	21 7%	5 7%	10 11%	- -	3 10%	3 16%	- -	11 9%	10 6%	10 9%	8 6%	3 7%	6 5%	15 11%	8 8%	3 5%	10 8%	2 5%	7 6%	1 4%	11 11%	8 6%	13 8%
Five miles or fewer	153 55%	45 67%	47 53%	34 50%	19 55%	6 36%	4 49%	73 62%	80 50%	48 42%	86 66%	20 55%	69 50%	80 59%	44 45%	26 45%	83 68%	21 49%	59 55%	14 39%	60 63%	70 58%	84 53%
No travel required	105 38%	18 26%	32 36%	33 50%	12 35%	8 48%	4 51%	35 29%	70 44%	56 49%	36 28%	14 38%	63 46%	41 30%	47 48%	29 50%	29 24%	19 46%	42 39%	20 57%	25 26%	43 36%	62 39%



Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 11

Q11. If in the future you needed advice on benefits, employment, housing, or money problems such as debts where would you be most likely to go?

Base: All who have NOT sought advice

	Total (A)	Age					Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
		16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/ Living with partner (J)	Single (K)	Widowed/ Divorced/ Separated (L)	White (M)	BME (N)	Full- time (O)	Part- time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
UnweightedBase	1232	101	234	233	243	170	251	571	661	660	377	195	856	365	618	164	450	281	482	158	311	498	734
WeightedBase	1211	126	284	242	202	143	213	622	589	637	410	165	809	392	634	154	423	278	474	164	295	510	701
Citizens Advice Bureau	497 41%	29 23%	108 38%	101 42%	94 47%	73 51%	92 43%	238 38%	259 44%	257 40%	157 38%	82 50%	336 42%	158 40%	257 41%	68 44%	171 41%	99 36%	175 37%	84 51%	138 47%	200 39%	297 42%
Law Centre	15 1%	1 1%	5 2%	2 1%	-	2 1%	6 3%	8 1%	7 1%	3 1%	5 1%	6 4%	9 1%	6 1%	7 1%	-	8 2%	4 1%	3 1%	1 1%	8 3%	9 2%	6 1%
Other advice centre	23 2%	2 2%	6 2%	4 1%	1	4 3%	6 3%	10 2%	14 2%	8 1%	9 2%	6 4%	14 2%	9 2%	7 1%	2 1%	14 3%	2 1%	7 1%	3 2%	11 4%	11 2%	12 2%
A solicitor	88 7%	9 7%	26 9%	14 6%	11 6%	7 5%	22 10%	49 8%	40 7%	44 7%	34 8%	10 6%	54 7%	33 8%	42 7%	7 4%	39 9%	24 9%	40 8%	6 4%	19 6%	38 7%	50 7%
Another advisor e.g. a trade union rep	45 4%	3 2%	9 3%	13 5%	13 6%	4 3%	3 2%	30 5%	15 2%	32 5%	12 3%	1	30 4%	13 3%	36 6%	3 2%	5 1%	17 6%	16 3%	9 5%	3 1%	19 4%	25 4%
An internet or telephone advice line	310 26%	52 41%	98 34%	77 32%	52 26%	23 16%	9 4%	152 24%	159 27%	172 27%	118 29%	21 13%	211 26%	99 25%	191 30%	45 29%	75 18%	87 31%	145 31%	28 17%	51 17%	137 27%	174 25%
Other	127 10%	16 13%	17 6%	22 9%	17 8%	17 12%	38 18%	73 12%	54 9%	65 10%	40 10%	22 13%	83 10%	43 11%	64 10%	17 11%	45 11%	29 10%	47 10%	18 11%	33 11%	51 10%	76 11%
Don't know	105 9%	14 11%	16 6%	11 4%	14 7%	12 9%	38 18%	62 10%	43 7%	54 8%	35 9%	16 10%	71 9%	31 8%	30 5%	11 7%	64 15%	17 6%	42 9%	15 9%	32 11%	45 9%	61 9%

Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 12

Q12. In your local area how easy do you believe it is to obtain advice if you want it? Would you say it is

Base: All respondents

	Total (A)	Age					Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
		16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/Living with partner (J)	Single (K)	Widowed/Divorced/Separated (L)	White (M)	BME (N)	Full-time (O)	Part-time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
UnweightedBase	1603	172	337	321	306	199	268	711	892	822	531	250	1052	533	748	247	608	341	622	204	436	651	952
WeightedBase	1603	214	405	333	254	168	228	785	818	807	582	214	1011	576	774	241	588	340	622	213	429	674	929
Very easy (4)	235 15%	29 14%	65 16%	48 14%	28 11%	24 14%	42 18%	122 16%	113 14%	113 14%	83 14%	40 18%	149 15%	86 15%	90 12%	39 16%	106 18%	39 11%	88 14%	29 13%	80 19%	101 15%	134 14%
Fairly easy (3)	703 44%	131 62%	174 43%	146 44%	101 40%	60 35%	91 40%	341 43%	362 44%	329 41%	291 50%	83 39%	445 44%	253 44%	336 43%	99 41%	268 46%	145 43%	287 46%	96 45%	174 41%	290 43%	412 44%
Fairly difficult (2)	211 13%	32 15%	58 14%	39 12%	38 15%	22 13%	21 9%	86 11%	124 15%	99 12%	86 15%	26 12%	111 11%	98 17%	92 12%	41 17%	78 13%	44 13%	82 13%	24 11%	60 14%	96 14%	115 12%
Very difficult (1)	97 6%	4 2%	19 5%	17 5%	23 9%	15 9%	19 8%	52 7%	45 6%	53 7%	25 4%	19 9%	49 5%	44 8%	43 6%	18 8%	36 6%	21 6%	28 4%	9 4%	40 9%	37 5%	60 6%
Don't know	357 22%	17 8%	90 22%	83 25%	63 25%	47 28%	57 25%	184 23%	173 21%	213 26%	98 17%	46 22%	257 25%	95 16%	213 28%	43 18%	101 17%	91 27%	138 22%	54 25%	74 17%	149 22%	208 22%
Easy (Net)	938 59%	160 75%	239 59%	194 58%	129 51%	84 50%	132 58%	463 59%	475 58%	441 55%	374 64%	123 57%	593 59%	339 59%	426 55%	138 57%	374 64%	183 54%	375 60%	125 59%	255 59%	392 58%	546 59%
Difficult (Net)	308 19%	36 17%	77 19%	56 17%	61 24%	38 22%	40 17%	139 18%	169 21%	152 19%	111 19%	45 21%	161 16%	142 25%	135 17%	59 25%	114 19%	65 19%	109 18%	34 16%	100 23%	133 20%	175 19%
Mean	2.86	2.94	2.90	2.90	2.70	2.76	2.90	2.89	2.84	2.85	2.89	2.85	2.92	2.79	2.84	2.81	2.91	2.81	2.90	2.91	2.83	2.87	2.86



Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 13

Q13. Good legal advice is very important to anyone in a court case, but it can be very expensive. When people cannot afford to cover the cost it is mainly paid for by legal aid and other government funding, but as you may be aware there is pressure on legal aid and other public services due to budget cuts. Please tell me which of the following you agree with.

Base: All respondents

	Total (A)	Age					Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
		16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/ Living with partner (J)	Single (K)	Widowed/ Divorced/ Separated (L)	White (M)	BME (N)	Full- time (O)	Part- time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
UnweightedBase	1603	172	337	321	306	199	268	711	892	822	531	250	1052	533	748	247	608	341	622	204	436	651	952
WeightedBase	1603	214	405	333	254	168	228	785	818	807	582	214	1011	576	774	241	588	340	622	213	429	674	929
Everyone should be entitled to free advice, regardless of how much they earn	808 50%	150 70%	237 58%	150 45%	115 45%	68 41%	87 38%	378 48%	430 53%	393 49%	320 55%	95 44%	462 46%	340 59%	402 52%	135 56%	271 46%	158 47%	351 56%	111 52%	188 44%	335 50%	473 51%
Advice should be free ONLY to people who earn less than the average national income (£25,000)	603 38%	48 22%	132 33%	146 44%	115 45%	68 41%	94 41%	301 38%	301 37%	315 39%	201 35%	86 40%	413 41%	185 32%	284 37%	91 38%	227 39%	130 38%	215 34%	79 37%	179 42%	247 37%	356 38%
These services should be free ONLY to people on benefits	93 6%	9 4%	19 5%	14 4%	12 5%	15 9%	24 11%	52 7%	42 5%	42 5%	34 6%	17 8%	64 6%	30 5%	36 5%	8 3%	50 8%	21 6%	25 4%	7 3%	40 9%	46 7%	47 5%
These services should NOT be free to anyone	48 3%	5 2%	9 2%	6 2%	7 3%	6 3%	15 7%	26 3%	22 3%	27 3%	13 2%	9 4%	38 4%	9 2%	25 3%	2 1%	21 4%	18 5%	14 2%	6 3%	10 2%	20 3%	28 3%
Don't know	51 3%	2 1%	9 2%	16 5%	5 2%	11 7%	8 3%	28 4%	23 3%	30 4%	14 2%	6 3%	34 3%	13 2%	27 3%	5 2%	19 3%	13 4%	17 3%	9 4%	11 3%	25 4%	26 3%

Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 14

Q14. Are you ...

Base: All respondents

	Age						Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
	Total (A)	16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/Living with partner (J)	Single (K)	Widowed/Divorced/Separated (L)	White (M)	BME (N)	Full-time (O)	Part-time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
UnweightedBase	1603	172	337	321	306	199	268	711	892	822	531	250	1052	533	748	247	608	341	622	204	436	651	952
WeightedBase	1603	214	405	333	254	168	228	785	818	807	582	214	1011	576	774	241	588	340	622	213	429	674	929
Married	650 41%	8 4%	147 36%	179 54%	135 53%	89 53%	91 40%	327 42%	323 39%	650 81%	-	-	420 42%	222 39%	350 45%	112 47%	188 32%	166 49%	214 34%	107 50%	163 38%	241 36%	409 44%
Single	582 36%	202 94%	181 45%	77 23%	57 22%	29 17%	38 16%	303 39%	279 34%	-	582 100%	-	312 31%	268 46%	259 33%	78 32%	246 42%	97 28%	280 45%	58 27%	148 35%	294 44%	288 31%
Widowed/Divorced/ Separated	214 13%	-	12 3%	32 9%	40 16%	37 22%	93 41%	70 9%	144 18%	-	-	214 100%	164 16%	46 8%	52 7%	34 14%	128 22%	31 9%	67 11%	23 11%	92 22%	64 9%	150 16%
Living with your partner	156 10%	4 2%	66 16%	46 14%	22 8%	13 7%	7 3%	84 11%	72 9%	156 19%	-	-	115 11%	41 7%	113 15%	17 7%	26 4%	46 14%	61 10%	25 12%	25 6%	74 11%	82 9%
Married/Living with your partner (Net)	807 50%	12 6%	213 52%	225 68%	157 62%	102 61%	98 43%	412 52%	395 48%	807 100%	-	-	535 53%	263 46%	463 60%	129 54%	214 36%	212 62%	275 44%	132 62%	188 44%	316 47%	491 53%



Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 15

Q15. And how would you describe your ethnic background? Would you say you are

Base: All respondents

	Total (A)	Age					Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
		16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/ Living with partner (J)	Single (K)	Widowed/ Divorced/ Separated (L)	White (M)	BME (N)	Full- time (O)	Part- time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
UnweightedBase	1603	172	337	321	306	199	268	711	892	822	531	250	1052	533	748	247	608	341	622	204	436	651	952
WeightedBase	1603	214	405	333	254	168	228	785	818	807	582	214	1011	576	774	241	588	340	622	213	429	674	929
White	1011 63%	70 33%	224 55%	209 63%	181 71%	136 81%	190 83%	479 61%	532 65%	535 66%	312 54%	164 76%	1011 100%	-	505 65%	139 58%	366 62%	238 70%	379 61%	129 61%	264 62%	423 63%	587 63%
Asian or Asian British	285 18%	67 31%	93 23%	70 21%	30 12%	13 8%	12 5%	154 20%	131 16%	155 19%	113 19%	17 8%	-	285 50%	142 18%	49 20%	94 16%	57 17%	120 19%	36 17%	73 17%	98 15%	187 20%
Black or Black British	169 11%	47 22%	49 12%	27 8%	22 9%	9 5%	16 7%	78 10%	91 11%	57 7%	95 16%	17 8%	-	169 29%	70 9%	30 12%	69 12%	22 7%	75 12%	24 11%	49 11%	90 13%	79 9%
Mixed	45 3%	16 7%	16 4%	8 2%	2 1%	1 1%	3 1%	20 3%	25 3%	14 2%	28 5%	3 1%	-	45 8%	19 2%	11 4%	15 3%	9 3%	20 3%	7 3%	8 2%	20 3%	24 3%
Other Ethnic Group	77 5%	13 6%	24 6%	18 6%	12 5%	5 3%	5 2%	45 6%	32 4%	37 5%	32 6%	8 4%	-	77 13%	32 4%	11 4%	34 6%	12 4%	25 4%	12 6%	28 7%	37 5%	40 4%
Refused	14 1%	1 1%	-	2 1%	5 2%	3 2%	2 1%	7 1%	7 1%	7 1%	2 1%	5 2%	-	-	5 1%	1 1%	8 1%	1 1%	4 1%	3 1%	6 1%	5 1%	8 1%
Don't know	3	-	-	-	2 1%	1 1%	-	3	-	2	1	-	-	-	1	1	1	-	-	2 1%	1	1	2
BME (Net)	576 36%	143 67%	181 45%	123 37%	66 26%	28 17%	36 16%	297 38%	279 34%	263 33%	268 46%	46 21%	-	576 100%	263 34%	100 41%	213 36%	101 30%	239 38%	79 37%	158 37%	245 36%	332 36%

Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 16

Q16. Are you working full or part-time or not working?

Base: All respondents

	Age						Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
	Total (A)	16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/Living with partner (J)	Single (K)	Widowed/Divorced/Separated (L)	White (M)	BME (N)	Full-time (O)	Part-time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
UnweightedBase	1603	172	337	321	306	199	268	711	892	822	531	250	1052	533	748	247	608	341	622	204	436	651	952
WeightedBase	1603	214	405	333	254	168	228	785	818	807	582	214	1011	576	774	241	588	340	622	213	429	674	929
Full-time	774 48%	38 18%	282 70%	220 66%	151 59%	73 43%	11 5%	437 56%	337 41%	463 57%	259 44%	52 24%	505 50%	263 46%	774 100%	- -	- -	254 75%	339 54%	122 57%	59 14%	339 50%	435 47%
Part-time	241 15%	41 19%	53 13%	60 18%	43 17%	22 13%	21 9%	71 9%	170 21%	129 16%	78 13%	34 16%	139 14%	100 17%	- -	241 100%	- -	36 11%	98 16%	59 28%	48 11%	95 14%	146 16%
Not working	588 37%	134 63%	71 17%	53 16%	60 24%	73 44%	197 86%	277 35%	311 38%	214 27%	246 42%	128 60%	366 36%	213 37%	- -	- -	588 100%	49 14%	186 30%	31 15%	322 75%	240 36%	349 38%
Working (Net)	1015 63%	79 37%	334 83%	280 84%	194 76%	95 56%	32 14%	508 65%	506 62%	592 73%	336 58%	86 40%	644 64%	363 63%	774 100%	241 100%	- -	290 86%	437 70%	181 85%	106 25%	434 64%	581 62%



Social Welfare (London)

Fieldwork: 18th July - 31st July 2011

Table 17

Q17. May I ask what is your profession?

Base: All respondents

	Total (A)	Age					Gender		Marital status			Ethnicity		Working status			Social grade				Inner/Outer London		
		16-24 (B)	25-34 (C)	35-44 (D)	45-54 (E)	55-64 (F)	Over 65 (G)	Male (H)	Female (I)	Married/Living with partner (J)	Single (K)	Widowed/Divorced/Separated (L)	White (M)	BME (N)	Full-time (O)	Part-time (P)	Not working (Q)	AB (R)	C1 (S)	C2 (T)	DE (U)	Inner London (V)	Outer London (W)
UnweightedBase	1603	172	337	321	306	199	268	711	892	822	531	250	1052	533	748	247	608	341	622	204	436	651	952
WeightedBase	1603	214	405	333	254	168	228	785	818	807	582	214	1011	576	774	241	588	340	622	213	429	674	929
A	52 3%	-	16 4%	9 3%	11 4%	6 4%	10 4%	31 4%	21 3%	30 4%	16 3%	6 3%	45 4%	6 1%	37 5%	4 2%	10 2%	52 15%	-	-	-	24 4%	28 3%
B	288 18%	12 6%	104 26%	78 24%	42 17%	29 17%	22 10%	147 19%	140 17%	182 23%	80 14%	25 12%	193 19%	95 16%	217 28%	32 13%	39 7%	288 85%	-	-	-	126 19%	162 17%
C1	622 39%	128 60%	174 43%	124 37%	96 38%	43 26%	57 25%	272 35%	351 43%	275 34%	280 48%	67 31%	379 38%	239 41%	339 44%	98 41%	186 32%	-	622 100%	-	-	268 40%	354 38%
C2	213 13%	16 7%	44 11%	55 17%	41 16%	31 19%	26 11%	139 18%	74 9%	132 16%	58 10%	23 11%	129 13%	79 14%	122 16%	59 25%	31 5%	-	-	213 100%	-	82 12%	130 14%
D	159 10%	28 13%	23 6%	29 9%	25 10%	20 12%	35 15%	94 12%	65 8%	75 9%	58 10%	26 12%	96 9%	62 11%	57 7%	47 19%	55 9%	-	-	-	159 37%	61 9%	98 11%
E	269 17%	30 14%	44 11%	38 11%	40 16%	39 23%	80 35%	102 13%	167 20%	113 14%	90 16%	66 31%	168 17%	96 17%	2 *	1 *	267 45%	-	-	-	269 63%	113 17%	157 17%
AB (Net)	340 21%	12 6%	120 30%	88 26%	53 21%	36 21%	32 14%	178 23%	161 20%	212 26%	97 17%	31 15%	238 24%	101 17%	254 33%	36 15%	49 8%	340 100%	-	-	-	149 22%	190 20%
DE (Net)	429 27%	58 27%	67 17%	67 20%	64 25%	58 35%	114 50%	197 25%	232 28%	188 23%	148 25%	92 43%	264 26%	158 27%	59 8%	48 20%	322 55%	-	-	-	429 100%	174 26%	255 27%

