	Page	Table	Title	Base Description	Base
●	419	1	Q.1 Which of these, if any, affect your daily activities or the work you can do? Please just read out the letter or letters that apply to you?	Base: All Adults 16+ in UK	2302
	427	2	Q.2 Which of these best describes your hearing? If you normally use a hearing aid, please answer thinking about your hearing when using a hearing aid.	Base: All with a hearing impairment	95
●	435	3	Q.2 Which of these best describes your hearing? If you normally use a hearing aid, please answer thinking about your hearing when using a hearing aid.	Base: All Adults 16+ in UK	2302
	443	4	Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these. Please imagine you are in a room with good lighting.	Base: All with a visual impairment	97

	Page	Table	Title	Base Description	Base
●	453	5	Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these. Please imagine you are in a room with good lighting.	Base: All Adults 16+ in UK	2302
●	463	6	Q.4 Earlier we asked you about TV services in your household. Thinking of those services, which is the main service you personally use nowadays for watching/listening to TV at home at the scheduled time it is broadcast?	Base: All Adults 16+ in UK	2302
●	471	7	Q.4 Earlier we asked you about TV services in your household. Thinking of those services, which is the main service you personally use nowadays for watching/listening to TV at home at the scheduled time it is broadcast?	Base: All with any hearing\visual impairment	167

	Page	Table	Title	Base Description	Base
●	479	8	Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?	Base: All Adults 16+ in UK	2302
●	491	9	Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?	Base: All with any hearing\visual impairment	167
●	502	10	Q.6 Which of the following free-to-access services do you personally use nowadays to stream or download films or (television) programmes?	Base: All Adults 16+ in UK	2302
●	510	11	Q.6 Which of the following free-to-access services do you personally use nowadays to stream or download films or (television) programmes?	Base: All with any hearing\visual impairment	167

	Page	Table	Title	Base Description	Base
●	518	12	Q.7 Have you ever come across any of these services designed to help with any difficulty seeing or hearing, on films or (television) programmes?	Base: All Adults 16+ in UK	2302
●	522	13	Q.7 Have you ever come across any of these services designed to help with any difficulty seeing or hearing, on films or (television) programmes?	Base: All with any hearing\visual impairment	167
	526	14	Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service?	Base: All Adults 16+ in UK	678
●	527	15	Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Total	Base: All Adults 16+ in UK	2302

	Page	Table	Title	Base Description	Base
●	531	16	Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Sky - Digital Satellite TV for a monthly subscription	Base: All Adults 16+ in UK	678
●	535	17	Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Virgin Media through cable	Base: All Adults 16+ in UK	253
●	539	18	Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Freeview (excluding Freeview Play)	Base: All Adults 16+ in UK	653

	Page	Table	Title	Base Description	Base
	543	19	Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service?	Base: All with any hearing\visual impairment	48
●	544	20	Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Total	Base: All with any hearing\visual impairment	167
	548	21	Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through ..? - Summary Table	Base: All who personally use a paid for or free to access service to stream or download	529
●	550	22	Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through Netflix?	Base: All who personally use a paid for or free to access service to stream or download	529

	Page	Table	Title	Base Description	Base
	554	23	Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through Amazon Prime Instant Video?	Base: All who personally use a paid for or free to access service to stream or download	213
	558	24	Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through iTunes?	Base: All who personally use a paid for or free to access service to stream or download	152
●	562	25	Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through BBC iPlayer?	Base: All who personally use a paid for or free to access service to stream or download	889
	566	26	Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through My5 (formerly Demand 5)?	Base: All who personally use a paid for or free to access service to stream or download	120

	Page	Table	Title	Base Description	Base
●	570	27	Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through ITV Hub (formerly ITV Player)?	Base: All who personally use a paid for or free to access service to stream or download	380
●	574	28	Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through All 4?	Base: All who personally use a paid for or free to access service to stream or download	275
	578	29	Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through ..? - Summary Table	Base: All who personally use a paid for or free service to stream or download and have any hearing\visual impairment	22
●	580	30	Q.8/Q.9 Use of access services across main platform for broadcast TV and on Demand services	Base: All Adults 16+ in UK	2302

	Page	Table	Title	Base Description	Base
●	584	31	Q.8/Q.9 Use of access services across main platform for broadcast TV and on Demand services	Base: All with any hearing\visual impairment	167
	588	32	Q.10 Which of the following devices do you use to watch films or (television) programmes when using ...?	Base: All who personally access a visual or hearing service	22
●	590	33	Q.10 Which of the following devices do you use to watch films or (television) programmes when using Subtitles for those with any difficulty hearing?	Base: All who personally access a visual or hearing service	183
	598	34	Q.10 Which of the following devices do you use to watch films or (television) programmes when using ...?	Base: All who personally access a visual or hearing service and have any hearing\visual impairment	2

	Page	Table	Title	Base Description	Base
	600	35	Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast?	Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service	320
●	601	36	Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Audio description for those with any difficulty seeing	Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service	320
●	605	37	Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Signing for those with any difficulty hearing	Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service	320

	Page	Table	Title	Base Description	Base
●	609	38	Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Subtitles for those with any difficulty hearing	Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service	320
	613	39	Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast?	Base: All with any hearing\visual impairment	167
●	614	40	Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Audio description for those with any difficulty seeing	Base: All with any hearing\visual impairment	167

	Page	Table	Title	Base Description	Base
●	618	41	Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Signing for those with any difficulty hearing	Base: All with any hearing\visual impairment	167
●	622	42	Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Subtitles for those with any difficulty hearing	Base: All with any hearing\visual impairment	167
	626	43	Q.12 And on a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) on your TV through ..?	Base: All who personally access a visual or hearing service	22

	Page	Table	Title	Base Description	Base
●	627	44	Q.12 And on a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) on your TV through Subtitles for those with any difficulty hearing?	Base: All who personally access a visual or hearing service - Subtitles for those with any difficulty hearing	183
	631	45	Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)?	Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service	320
●	632	46	Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Audio description for those with any difficulty seeing	Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service	320

	Page	Table	Title	Base Description	Base
●	636	47	Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Signing for those with any difficulty hearing	Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service	320
●	640	48	Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Subtitles for those with any difficulty hearing	Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service	320
	644	49	Q.13 On a scale of 1 to 5, where 5is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)?	Base: All with any hearing\visual impairment	167

	Page	Table	Title	Base Description	Base
●	645	50	Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Audio description for those with any difficulty seeing	Base: All with any hearing\visual impairment	167
●	649	51	Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Signing for those with any difficulty hearing	Base: All with any hearing\visual impairment	167
●	653	52	Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Subtitles for those with any difficulty hearing	Base: All with any hearing\visual impairment	167

	Page	Table	Title	Base Description	Base
	657	53	Q.14 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) through - Audio description for those with any difficulty seeing - Summary Table	Base: All who personally access a visual or hearing service using on demand service(s)	2
	659	54	Q.14 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) through - Signing for those with any difficulty hearing - Summary Table	Base: All who personally access a visual or hearing service using on demand service(s)	3
	661	55	Q.14 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) through - Subtitles for those with any difficulty hearing - Summary Table	Base: All who personally access a visual or hearing service using on demand service(s)	51

	Page	Table	Title	Base Description	Base
	663	56	Q.14 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) through - Audio description for those with any difficulty seeing - Summary Table	Base: All who personally access a visual or hearing service using on demand service(s) and have any hearing\visual impairment	1
	665	57	Q.14 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) through - Subtitles for those with any difficulty hearing - Summary Table	Base: All who personally access a visual or hearing service using on demand service(s) and have any hearing\visual impairment	7
	667	58	Q.15 ... is not always available. On which of the following is it a priority for you to have this made available?	Base: All with a hearing or visual impairment or personally access a visual or hearing services and use any TV platform or paid for or free service to stream or download	303

	Page	Table	Title	Base Description	Base
●	670	59	Q.15 Audio description for those with any difficulty seeing is not always available. On which of the following is it a priority for you to have this made available?	Base: All with a hearing or visual impairment or personally access a visual or hearing services and use any TV platform or paid for or free service to stream or download	303
●	689	60	Q.15 Signing for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?	Base: All with a hearing or visual impairment or personally access a visual or hearing services and use any TV platform or paid for or free service to stream or download	303

	Page	Table	Title	Base Description	Base
●	708	61	Q.15 Subtitles for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?	Base: All with a hearing or visual impairment or personally access a visual or hearing services and use any TV platform or paid for or free service to stream or download	303
	727	62	Q.15 ... is not always available. On which of the following is it a priority for you to have this made available?	Base: All who use any TV platform or paid for or free service to stream or download	150
●	730	63	Q.15 Audio description for those with any difficulty seeing is not always available. On which of the following is it a priority for you to have this made available?	Base: All who use any TV platform or paid for or free service to stream or download	150
●	749	64	Q.15 Signing for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?	Base: All who use any TV platform or paid for or free service to stream or download	150

	Page	Table	Title	Base Description	Base
●	768	65	Q.15 Subtitles for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?	Base: All who use any TV platform or paid for or free service to stream or download	150
	787	66	Q.16 ... is not always available on all devices. On which of the following is it a priority for you to have this made available?	Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service	320
●	788	67	Q.16 Audio description for those with any difficulty seeing is not always available on all devices. On which of the following is it a priority for you to have this made available?	Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service	320

	Page	Table	Title	Base Description	Base
●	796	68	Q.16 Signing for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?	Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service	320
●	804	69	Q.16 Subtitles for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?	Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service	320
	812	70	Q.16 ... is not always available on all devices. On which of the following is it a priority for you to have this made available?	Base: All with any hearing\visual impairment	167
●	813	71	Q.16 Audio description for those with any difficulty seeing is not always available on all devices. On which of the following is it a priority for you to have this made available?	Base: All with any hearing\visual impairment	167

	Page	Table	Title	Base Description	Base
●	821	72	Q.16 Signing for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?	Base: All with any hearing\visual impairment	167
●	829	73	Q.16 Subtitles for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?	Base: All with any hearing\visual impairment	167

Access services research

Q.1 Which of these, if any, affect your daily activities or the work you can do? Please just read out the letter or letters that apply to you?
Base: All Adults 16+ in UK

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2302	1094	1208	710	970	622	1088	1214	1828	474	1786	181	198	137
Weighted Base	2302	1118	1184	762	1094	446	1170	1132	1870	432	1939	196	115	52
Breathlessness or chest pains	117	43	74	14	49	54	34	83	96	21	90	14	10	4
	5%	*4%*	*6%*	*2%*	*4%*	*12%*	*3%*	*7%*	*5%*	*5%*	*5%*	*7%*	*8%*	*7%*
		37%	63%a	*12%*	42%c	46%cd	*29%*	71%f	*82%*	*18%*	*77%*	*12%*	8%j	*3%*
Poor vision, partial sight or blindness	89	30	59	15	40	34	33	55	70	18	70	11	5	2
	4%	*3%*	*5%*	*2%*	*4%*	*8%*	*3%*	*5%*	*4%*	*4%*	*4%*	*6%*	*5%*	*3%*
		34%	66%a	*17%*	*45%*	39%cd	*38%*	62%f	*79%*	*21%*	*79%*	*13%*	*6%*	*2%*
Difficulty in speaking or communicating	19	9	10	4	12	3	5	15	15	4	13	5	1	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	-
		45%	*55%*	*21%*	*63%*	*16%*	*24%*	76%f	*78%*	*22%*	*70%*	24%j	*5%*	-
Poor hearing, partial hearing or deafness	79	39	40	12	24	44	35	45	56	24	60	13	6	1
	3%	*4%*	*3%*	*2%*	*2%*	*10%*	*3%*	*4%*	*3%*	*6%*	*3%*	*7%*	*5%*	*2%*
		49%	*51%*	*15%*	*30%*	56%cd	*44%*	*56%*	*70%*	30%h	*75%*	16%j	*7%*	*1%*
Cannot walk at all\ use a wheelchair	16	3	13	-	10	6	5	10	13	3	13	1	1	*
	1%	*	*1%*	-	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*
		17%	83%a	-	63%c	37%c	*34%*	*66%*	*83%*	*17%*	*83%*	*6%*	*9%*	*1%*
Cannot walk very far or manage stairs or can only do so with difficulty	159	54	105	6	54	99	46	113	125	34	130	11	16	3
	7%	*5%*	*9%*	*1%*	*5%*	*22%*	*4%*	*10%*	*7%*	*8%*	*7%*	*6%*	*14%*	*6%*
		34%	66%a	*4%*	34%c	62%cd	*29%*	71%f	*79%*	*21%*	*81%*	*7%*	10%jkm	*2%*
Limited ability to reach	45	12	33	3	17	25	19	25	37	8	39	3	1	1
	2%	*1%*	*3%*	*	*2%*	*6%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*
		27%	73%a	*7%*	38%c	56%cd	*44%*	*56%*	*82%*	*18%*	*88%*	*8%*	*3%*	*1%*
Limited dexterity	48	18	30	3	22	23	18	30	41	7	43	4	2	-
	2%	*2%*	*3%*	*	*2%*	*5%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*1%*	-
		37%	*63%*	*6%*	46%c	49%cd	*37%*	*63%*	*85%*	*15%*	*89%*	*7%*	*3%*	-
Mental health problems or difficulties	79	33	46	29	44	5	30	48	62	17	67	5	5	1
	3%	*3%*	*4%*	*4%*	*4%*	*1%*	*3%*	*4%*	*3%*	*4%*	*3%*	*3%*	*5%*	*3%*
		41%	*59%*	37%e	56%e	*7%*	*39%*	61%f	*78%*	*22%*	*85%*	*7%*	*7%*	*2%*
Dyslexia	58	21	37	29	27	2	28	30	46	11	45	8	4	*
	3%	*2%*	*3%*	*4%*	*2%*	*	*2%*	*3%*	*2%*	*3%*	*2%*	*4%*	*3%*	*1%*
		37%	*63%*	51%e	46%e	*3%*	*48%*	*52%*	*80%*	*20%*	*78%*	*14%*	*7%*	*1%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base**

Access services research

Q.1 Which of these, if any, affect your daily activities or the work you can do? Please just read out the letter or letters that apply to you?
Base: All Adults 16+ in UK

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2302	1094	1208	710	970	622	1088	1214	1828	474	1786	181	198	137
Weighted Base	2302	1118	1184	762	1094	446	1170	1132	1870	432	1939	196	115	52
Other learning difficulties	13	6	7	6	5	2	3	10	11	2	11	-	2	-
	1%	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*	*	*1%*	-	*1%*	-
		49%	*51%*	*46%*	*41%*	*13%*	*26%*	*74%*	*85%*	*15%*	*87%*	-	*13%*	-
Other illnesses\ health problems which affect your daily activities\ work you can do	117	54	63	22	64	31	42	75	92	26	92	12	9	4
	5%	*5%*	*5%*	*3%*	*6%*	*7%*	*4%*	*7%*	*5%*	*6%*	*5%*	*6%*	*8%*	*8%*
		46%	*54%*	*18%*	55%c	27%c	*36%*	64%f	*78%*	*22%*	*78%*	*11%*	*7%*	*4%*
None	1809	925	884	665	886	258	990	818	1485	324	1545	149	77	39
	79%	*83%*	*75%*	*87%*	*81%*	*58%*	*85%*	*72%*	*79%*	*75%*	*80%*	*76%*	*67%*	*74%*
		51%b	*49%*	37%de	49%e	*14%*	55%g	*45%*	*82%*	*18%*	85%l	*8%*	*4%*	*2%*
SUMMARY CODES														
ANY DISABILITY	493	193	300	97	209	188	179	314	385	108	394	47	38	14
	21%	*17%*	*25%*	*13%*	*19%*	*42%*	*15%*	*28%*	*21%*	*25%*	*20%*	*24%*	*33%*	*26%*
		39%	61%a	*20%*	42%c	38%cd	*36%*	64%f	*78%*	*22%*	*80%*	*10%*	8%j	*3%*
ANY HEARING\VISUAL IMPAIRMENT	142	58	84	25	52	65	57	85	106	36	113	21	6	1
	6%	*5%*	*7%*	*3%*	*5%*	*15%*	*5%*	*7%*	*6%*	*8%*	*6%*	*11%*	*5%*	*3%*
		41%	*59%*	*18%*	*36%*	46%cd	*40%*	60%f	*75%*	25%h	*80%*	15%jm	*4%*	*1%*
HEARING AND VISUAL IMPAIRMENT	21	9	13	1	9	11	9	12	17	4	16	3	1	-
	1%	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	-
		41%	*59%*	*6%*	*44%*	50%cd	*42%*	*58%*	*79%*	*21%*	*78%*	*16%*	*6%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base**

Access services research

Q.1 Which of these, if any, affect your daily activities or the work you can do? Please just read out the letter or letters that apply to you?
Base: All Adults 16+ in UK

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	2302	558	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	2302	493	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Breathlessness or chest pains	117	117	14	23	31	7	1	3	1	8	-	1	5	6
	5%	*24%*	*18%*	*26%*	*21%*	*33%*	*70%*	*18%*	*18%*	*19%*	-	*15%*	*28%*	*24%*
		100%	*12%*	*20%*	*26%*	*6%*	*1%*	*2%*	*1%*	*7%*	-	*1%*	*4%*	*5%*
Poor vision, partial sight or blindness	89	89	21	89	89	21	1	4	1	11	-	5	18	26
	4%	*18%*	*27%*	*100%*	*60%*	*100%*	*70%*	*26%*	*18%*	*28%*	-	*100%*	*100%*	*100%*
		100%	*24%*	100%abd	100%ab	*24%*	*1%*	*4%*	*2%*	*13%*	-	*6%*	*20%*	*30%*
Difficulty in speaking or communicating	19	19	13	9	15	6	-	4	2	4	-	-	4	1
	1%	*4%*	*16%*	*10%*	*10%*	*29%*	-	*26%*	*31%*	*9%*	-	-	*20%*	*3%*
		100%	65%a	45%a	78%a	*32%*	-	*20%*	*13%*	*19%*	-	-	*18%*	*4%*
Poor hearing, partial hearing or deafness	79	79	79	21	79	21	1	15	8	40	-	3	2	5
	3%	*16%*	*100%*	*24%*	*54%*	*100%*	*100%*	*100%*	*100%*	*100%*	-	*49%*	*14%*	*18%*
		100%	100%acd	*27%*	100%ac	*27%*	*1%*	*19%*	*10%*	*50%*	-	*3%*	*3%*	*6%*
Cannot walk at all\ use a wheelchair	16	16	2	6	6	2	-	2	-	-	-	2	2	-
	1%	*3%*	*3%*	*6%*	*4%*	*9%*	-	*15%*	-	-	-	*31%*	*11%*	-
		100%	*14%*	*36%*	*38%*	*12%*	-	*14%*	-	-	-	*11%*	*12%*	-
Cannot walk very far or manage stairs or can only do so with difficulty	159	159	17	26	37	7	-	2	1	11	-	1	5	9
	7%	*32%*	*22%*	*30%*	*25%*	*35%*	-	*14%*	*13%*	*29%*	-	*13%*	*27%*	*34%*
		100%	*11%*	*17%*	*23%*	*5%*	-	*1%*	*1%*	*7%*	-	*	*3%*	*6%*
Limited ability to reach	45	45	8	17	21	5	-	2	1	5	-	-	6	3
	2%	*9%*	*10%*	*19%*	*14%*	*23%*	-	*17%*	*13%*	*12%*	-	-	*32%*	*11%*
		100%	*18%*	39%a	*46%*	*11%*	-	*6%*	*2%*	*11%*	-	-	*13%*	*7%*
Limited dexterity	48	48	8	16	18	6	-	1	1	3	-	1	2	4
	2%	*10%*	*10%*	*18%*	*12%*	*28%*	-	*4%*	*13%*	*8%*	-	*13%*	*11%*	*16%*
		100%	*16%*	34%a	*37%*	*13%*	-	*1%*	*2%*	*6%*	-	*1%*	*4%*	*9%*
Mental health problems or difficulties	79	79	7	9	12	4	-	-	1	4	-	-	-	2
	3%	*16%*	*9%*	*10%*	*8%*	*20%*	-	-	*18%*	*9%*	-	-	-	*9%*
		100%d	*9%*	*12%*	*16%*	*5%*	-	-	*2%*	*5%*	-	-	-	*3%*
Dyslexia	58	58	6	8	10	3	-	-	-	4	-	-	2	-
	3%	*12%*	*8%*	*9%*	*7%*	*16%*	-	-	-	*9%*	-	-	*11%*	-
		100%	*10%*	*13%*	*18%*	*6%*	-	-	-	*6%*	-	-	*3%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.1 Which of these, if any, affect your daily activities or the work you can do? Please just read out the letter or letters that apply to you?
Base: All Adults 16+ in UK

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	2302	558	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	2302	493	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Other learning difficulties	13	13	2	5	5	2	-	-	-	-	-	-	-	2
	1%	*3%*	*3%*	*5%*	*4%*	*7%*	-	-	-	-	-	-	-	*6%*
		100%	*18%*	*35%*	*42%*	*12%*	-	-	-	-	-	-	-	*13%*
Other illnesses\ health problems which affect your daily activities\ work you can do	117	117	11	17	24	4	-	4	1	4	-	-	4	3
	5%	*24%*	*13%*	*19%*	*16%*	*20%*	-	*27%*	*18%*	*11%*	-	-	*22%*	*12%*
		100%b	*9%*	*15%*	*20%*	*4%*	-	*3%*	*1%*	*4%*	-	-	*3%*	*3%*
None	1809	-	-	-	-	-	-	-	-	-	-	-	-	-
	79%	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY DISABILITY	493	493	79	89	147	21	1	15	8	40	-	5	18	26
	21%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	-	*100%*	*100%*	*100%*
		100%	*16%*	*18%*	*30%*	*4%*	*	*3%*	*2%*	*8%*	-	*1%*	*4%*	*5%*
ANY HEARING\VISUAL IMPAIRMENT	142	142	76	87	142	21	1	14	7	39	-	5	17	26
	6%	*29%*	*96%*	*98%*	*97%*	*100%*	*100%*	*94%*	*94%*	*97%*	-	*100%*	*98%*	*99%*
		100%	54%a	61%a	100%a	*15%*	*1%*	*10%*	*5%*	*27%*	-	*4%*	*12%*	*18%*
HEARING AND VISUAL IMPAIRMENT	21	21	21	21	21	21	1	4	1	11	-	3	2	5
	1%	*4%*	*27%*	*24%*	*14%*	*100%*	*70%*	*26%*	*18%*	*28%*	-	*49%*	*14%*	*18%*
		100%	100%ad	100%a	100%a	*100%*	*4%*	*18%*	*6%*	*54%*	-	*12%*	*11%*	*22%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.1 Which of these, if any, affect your daily activities or the work you can do? Please just read out the letter or letters that apply to you?
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	2302	563	685	872	986	22	24	183	190
Weighted Base	2302	562	672	851	969	29**	28**	189	198
Breathlessness or chest pains	117	31	41	55	61	1	-	10	10
	5%	*5%*	*6%*	*6%*	*6%*	*4%*	-	*5%*	*5%*
		26%	*35%*	*47%*	*52%*	*1%*	-	*8%*	*8%*
Poor vision, partial sight or blindness	89	18	24	39	40	2	1	12	15
	4%	*3%*	*4%*	*5%*	*4%*	*6%*	*5%*	*6%*	*7%*
		20%	*27%*	*44%*	*45%*	*2%*	*2%*	*13%*	*17%*
Difficulty in speaking or communicating	19	2	5	8	10	2	-	3	5
	1%	*	*1%*	*1%*	*1%*	*6%*	-	*2%*	*2%*
		12%	*26%*	*44%*	*52%*	*9%*	-	*17%*	*26%*
Poor hearing, partial hearing or deafness	79	20	22	49	51	2	1	24	24
	3%	*4%*	*3%*	*6%*	*5%*	*6%*	*2%*	*13%*	*12%*
		25%	*28%*	61%b	*64%*	*2%*	*1%*	*30%*	*30%*
Cannot walk at all\ use a wheelchair	16	5	6	8	8	-	-	1	1
	1%	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	*
		30%	*36%*	*51%*	*51%*	-	-	*6%*	*6%*
Cannot walk very far or manage stairs or can only do so with difficulty	159	38	47	61	68	3	4	15	16
	7%	*7%*	*7%*	*7%*	*7%*	*11%*	*13%*	*8%*	*8%*
		24%	*30%*	*39%*	*42%*	*2%*	*2%*	*9%*	*10%*
Limited ability to reach	45	13	18	17	19	-	2	3	4
	2%	*2%*	*3%*	*2%*	*2%*	-	*7%*	*2%*	*2%*
		29%	*39%*	*39%*	*43%*	-	*5%*	*7%*	*10%*
Limited dexterity	48	16	18	22	24	1	3	6	8
	2%	*3%*	*3%*	*3%*	*2%*	*5%*	*12%*	*3%*	*4%*
		33%	*37%*	*46%*	*50%*	*3%*	*7%*	*13%*	*16%*
Mental health problems or difficulties	79	26	39	38	48	3	1	6	6
	3%	*5%*	*6%*	*4%*	*5%*	*10%*	*5%*	*3%*	*3%*
		34%	*49%*	*48%*	*61%*	*4%*	*2%*	*8%*	*8%*
Dyslexia	58	25	29	33	38	4	3	8	10
	3%	*5%*	*4%*	*4%*	*4%*	*14%*	*9%*	*4%*	*5%*
		44%	*50%*	*57%*	*65%*	*7%*	*5%*	*14%*	*17%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.1 Which of these, if any, affect your daily activities or the work you can do? Please just read out the letter or letters that apply to you?
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	2302	563	685	872	986	22	24	183	190
Weighted Base	2302	562	672	851	969	29**	28**	189	198
Other learning difficulties	13	5	3	6	6	-	-	1	1
	1%	*1%*	*	*1%*	*1%*	-	-	*1%*	*1%*
		38%	*25%*	*43%*	*43%*	-	-	*10%*	*10%*
Other illnesses\ health problems which affect your daily activities\ work you can do	117	27	32	44	51	1	2	16	16
	5%	*5%*	*5%*	*5%*	*5%*	*3%*	*6%*	*8%*	*8%*
		23%	*27%*	*38%*	*43%*	*1%*	*1%*	*13%*	*13%*
None	1809	438	518	640	731	17	21	128	133
	79%	*78%*	*77%*	*75%*	*75%*	*57%*	*76%*	*68%*	*67%*
		24%	*29%*	*35%*	*40%*	*1%*	*1%*	*7%*	*7%*
SUMMARY CODES									
ANY DISABILITY	493	124	154	211	237	12	7	61	66
	21%	*22%*	*23%*	*25%*	*25%*	*43%*	*24%*	*32%*	*33%*
		25%	*31%*	*43%*	*48%*	*3%*	*1%*	*12%*	*13%*
ANY HEARING\VISUAL IMPAIRMENT	142	32	38	72	75	3	2	30	33
	6%	*6%*	*6%*	*9%*	*8%*	*12%*	*7%*	*16%*	*16%*
		22%	*27%*	51%b	*53%*	*2%*	*1%*	*21%*	*23%*
HEARING AND VISUAL IMPAIRMENT	21	4	6	11	12	-	-	4	4
	1%	*1%*	*1%*	*1%*	*1%*	-	-	*2%*	*2%*
		21%	*30%*	*53%*	*56%*	-	-	*19%*	*19%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.1 Which of these, if any, affect your daily activities or the work you can do? Please just read out the letter or letters that apply to you?
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	2302	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	2302	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Breathlessness or chest pains	117	16	7	11	8	17	5	12	5	11	6	17	4
	5%	*16%*	*17%*	*12%*	*17%*	*10%*	*18%*	*14%*	*13%*	*12%*	*15%*	*11%*	*16%*
		13%	*6%*	*10%*	*7%*	*15%*	*5%*	*11%*	*4%*	*9%*	*5%*	*14%*	*3%*
Poor vision, partial sight or blindness	89	30	11	28	12	33	12	26	12	22	12	31	11
	4%	*30%*	*25%*	*29%*	*26%*	*19%*	*39%*	*29%*	*29%*	*24%*	*29%*	*21%*	*47%*
		34%e	*12%*	*31%*	*13%*	*37%*	*13%*	*29%*	*13%*	*24%*	*14%*	*35%*	*13%*
Difficulty in speaking or communicating	19	2	4	3	1	5	3	4	3	2	2	5	2
	1%	*2%*	*9%*	*4%*	*2%*	*3%*	*10%*	*5%*	*8%*	*3%*	*6%*	*3%*	*10%*
		11%	*19%*	*18%*	*5%*	*26%*	*15%*	*21%*	*18%*	*12%*	*13%*	*25%*	*13%*
Poor hearing, partial hearing or deafness	79	22	11	25	10	32	14	17	11	20	11	32	10
	3%	*22%*	*27%*	*26%*	*22%*	*18%*	*46%*	*19%*	*29%*	*22%*	*25%*	*21%*	*40%*
		27%	*14%*	*32%*	*13%*	*40%*	*17%*	*22%*	*14%*	*25%*	*13%*	*40%*	*12%*
Cannot walk at all\ use a wheelchair	16	4	1	5	-	5	-	3	1	3	-	4	-
	1%	*4%*	*2%*	*5%*	-	*3%*	-	*4%*	*2%*	*3%*	-	*3%*	-
		25%	*6%*	*32%*	-	*32%*	-	*20%*	*6%*	*20%*	-	*26%*	-
Cannot walk very far or manage stairs or can only do so with difficulty	159	12	8	10	8	16	7	12	7	12	7	16	7
	7%	*12%*	*20%*	*11%*	*18%*	*9%*	*24%*	*13%*	*17%*	*14%*	*16%*	*11%*	*28%*
		8%	*5%*	*7%*	*5%*	*10%*	*4%*	*7%*	*4%*	*8%*	*4%*	*10%*	*4%*
Limited ability to reach	45	7	5	6	6	9	4	6	6	6	5	7	4
	2%	*7%*	*11%*	*6%*	*14%*	*5%*	*14%*	*7%*	*14%*	*7%*	*11%*	*5%*	*18%*
		17%	*10%*	*14%*	*14%*	*21%*	*9%*	*14%*	*13%*	*14%*	*11%*	*16%*	*10%*
Limited dexterity	48	9	3	5	5	8	2	8	5	8	5	9	4
	2%	*9%*	*7%*	*5%*	*10%*	*5%*	*8%*	*9%*	*12%*	*9%*	*11%*	*6%*	*16%*
		19%	*6%*	*10%*	*10%*	*17%*	*5%*	*16%*	*10%*	*16%*	*10%*	*18%*	*8%*
Mental health problems or difficulties	79	7	4	5	5	10	3	7	2	7	3	10	2
	3%	*7%*	*9%*	*5%*	*11%*	*5%*	*9%*	*8%*	*4%*	*7%*	*7%*	*7%*	*7%*
		9%	*5%*	*6%*	*7%*	*12%*	*3%*	*8%*	*2%*	*8%*	*4%*	*13%*	*2%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.1 Which of these, if any, affect your daily activities or the work you can do? Please just read out the letter or letters that apply to you?
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	2302	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	2302	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Dyslexia	58	10	3	7	3	12	1	10	2	9	2	8	2
	3%	*11%*	*7%*	*7%*	*7%*	*7%*	*3%*	*11%*	*4%*	*10%*	*4%*	*6%*	*7%*
		18%	*5%*	*12%*	*5%*	*21%*	*2%*	*16%*	*3%*	*16%*	*3%*	*15%*	*3%*
Other learning difficulties	13	2	-	1	1	4	-	2	1	2	1	4	1
	1%	*2%*	-	*1%*	*3%*	*2%*	-	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*
		17%	-	*6%*	*11%*	*28%*	-	*17%*	*6%*	*17%*	*6%*	*28%*	*6%*
Other illnesses\ health problems which affect your daily activities\ work you can do	117	12	6	9	6	14	6	10	4	9	4	14	3
	5%	*12%*	*13%*	*10%*	*12%*	*8%*	*19%*	*11%*	*11%*	*10%*	*10%*	*9%*	*11%*
		10%	*5%*	*8%*	*5%*	*12%*	*5%*	*8%*	*4%*	*8%*	*4%*	*12%*	*2%*
None	1809	41	19	43	22	98	5	38	18	43	20	76	5
	79%	*41%*	*45%*	*45%*	*48%*	*56%*	*17%*	*43%*	*45%*	*47%*	*46%*	*51%*	*22%*
		2%	*1%*	*2%*	*1%*	5%a	*	*2%*	*1%*	*2%*	*1%*	*4%*	*
SUMMARY CODES													
ANY DISABILITY	493	58	23	53	24	78	25	50	22	48	23	73	19
	21%	*59%*	*55%*	*55%*	*52%*	*44%*	*83%*	*57%*	*55%*	*53%*	*54%*	*49%*	*78%*
		12%e	*5%*	*11%*	*5%*	*16%*	*5%*	*10%*	*4%*	*10%*	*5%*	*15%*	*4%*
ANY HEARING\VISUAL IMPAIRMENT	142	44	17	44	17	55	20	37	19	37	18	52	17
	6%	*44%*	*40%*	*45%*	*38%*	*31%*	*69%*	*42%*	*47%*	*41%*	*43%*	*35%*	*71%*
		31%	*12%*	31%e	*12%*	*39%*	*14%*	*26%*	*13%*	*26%*	*13%*	*36%*	*12%*
HEARING AND VISUAL IMPAIRMENT	21	7	4	8	4	8	4	5	4	4	4	9	4
	1%	*7%*	*10%*	*8%*	*9%*	*4%*	*12%*	*6%*	*10%*	*4%*	*10%*	*6%*	*15%*
		33%	*20%*	*38%*	*21%*	*37%*	*17%*	*24%*	*20%*	*17%*	*21%*	*44%*	*17%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.2 Which of these best describes your hearing? If you normally use a hearing aid, please answer thinking about your hearing when using a hearing aid.
Base: All with a hearing impairment

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	95	47	48	10	21	64	44	51	66	29	68	12	11	4
Weighted Base	79*	39*	40*	12**	24**	44*	35*	45*	56*	24**	60*	13**	6**	1**
Cannot hear sounds at all	1	1	*	-	*	1	-	1	1	*	1	-	-	*
	1%	*2%*	*1%*	*-*	*1%*	*2%*	*-*	*3%*	*1%*	*1%*	*1%*	*-*	*-*	*32%*
		70%	*30%*	*-*	*30%*	*70%*	*-*	*100%*	*70%*	*30%*	*70%*	*-*	*-*	*30%*
Cannot follow a TV programme with the volume turned up	9	4	5	2	3	4	2	7	5	4	6	2	1	1
	12%	*11%*	*12%*	*16%*	*12%*	*10%*	*6%*	*16%*	*9%*	*17%*	*10%*	*15%*	*12%*	*58%*
		46%	*54%*	*21%*	*32%*	*47%*	*23%*	*77%*	*55%*	*45%*	*64%*	*21%*	*8%*	*7%*
Have difficulty hearing someone talking in a loud voice in a quiet room	8	6	2	-	2	6	4	4	5	3	5	1	1	1
	10%	*14%*	*6%*	*-*	*9%*	*14%*	*10%*	*10%*	*9%*	*14%*	*9%*	*9%*	*20%*	*52%*
		69%	*31%*	*-*	*25%*	*75%*	*44%*	*56%*	*59%*	*41%*	*64%*	*15%*	*14%*	*7%*
Cannot hear a doorbell, alarm clock or telephone bell	7	4	3	2	4	1	2	6	4	3	3	3	1	*
	9%	*10%*	*8%*	*16%*	*18%*	*2%*	*4%*	*12%*	*7%*	*13%*	*5%*	*26%*	*12%*	*32%*
		54%	*46%*	*27%*	*61%*	*12%*	*22%*	*78%*	*58%*	*42%*	*38%*	*47%*	*10%*	*5%*
Cannot follow a TV programme at all at a volume others find acceptable	12	8	4	1	3	7	6	5	7	4	7	3	1	*
	15%	*20%*	*9%*	*12%*	*14%*	*15%*	*18%*	*12%*	*13%*	*19%*	*11%*	*26%*	*20%*	*32%*
		67%	*33%*	*12%*	*30%*	*59%*	*55%*	*45%*	*61%*	*39%*	*58%*	*29%*	*10%*	*3%*
Difficulty hearing someone talking in a normal voice in a quiet room	15	7	8	1	3	11	6	9	11	4	11	1	2	*
	18%	*17%*	*20%*	*6%*	*13%*	*25%*	*17%*	*20%*	*19%*	*17%*	*19%*	*5%*	*41%*	*32%*
		46%	*54%*	*5%*	*20%*	*75%*	*40%*	*60%*	*72%*	*28%*	*77%*	*4%*	*16%*	*2%*
Difficulty following a conversation against background noise	45	20	25	9	13	24	23	22	27	18	30	11	3	1
	57%	*52%*	*62%*	*73%*	*55%*	*54%*	*66%*	*50%*	*48%*	*77%*	*50%*	*87%*	*55%*	*73%*
		45%	*55%*	*19%*	*29%*	*53%*	*51%*	*49%*	*60%*	*40%*	*66%*	*25%*	*7%*	*2%*
Difficulty hearing the television at a volume other people find acceptable	23	13	9	5	6	11	12	11	16	7	15	5	2	*
	29%	*34%*	*23%*	*47%*	*25%*	*26%*	*35%*	*24%*	*28%*	*29%*	*26%*	*42%*	*30%*	*32%*
		59%	*41%*	*24%*	*26%*	*50%*	*54%*	*46%*	*69%*	*31%*	*67%*	*23%*	*8%*	*2%*
Difficulty hearing quiet parts of programmes	31	14	17	4	9	17	13	18	22	8	20	6	3	1
	38%	*36%*	*41%*	*34%*	*40%*	*39%*	*37%*	*40%*	*40%*	*35%*	*34%*	*50%*	*52%*	*73%*
		46%	*54%*	*13%*	*30%*	*56%*	*42%*	*58%*	*73%*	*27%*	*66%*	*21%*	*10%*	*3%*
Difficulty hearing quiet voices on TV	34	17	17	5	10	19	15	19	26	8	24	7	3	1
	43%	*44%*	*43%*	*41%*	*45%*	*43%*	*43%*	*44%*	*47%*	*35%*	*40%*	*51%*	*52%*	*73%*
		50%	*50%*	*14%*	*30%*	*56%*	*44%*	*56%*	*76%*	*24%*	*70%*	*19%*	*9%*	*2%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
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Access services research

Q.2 Which of these best describes your hearing? If you normally use a hearing aid, please answer thinking about your hearing when using a hearing aid.
Base: All with a hearing impairment

	Total	GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
		Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	95	47	48	10	21	64	44	51	66	29	68	12	11	4
Weighted Base	79*	39*	40*	12**	24**	44*	35*	45*	56*	24**	60*	13**	6**	1**
SUMMARY CODES														
PROFOUND HEARING IMPAIRMENT	1	1	*	-	*	1	-	1	1	*	1	-	-	*
	1%	*2%*	*1%*	-	*1%*	*2%*	-	*3%*	*1%*	*1%*	*1%*	-	-	*32%*
		70%	*30%*	-	*30%*	*70%*	-	*100%*	*70%*	*30%*	*70%*	-	-	*30%*
SEVERE HEARING IMPAIRMENT	15	9	6	2	4	9	5	10	9	6	10	3	1	1
	19%	*23%*	*14%*	*16%*	*15%*	*21%*	*14%*	*22%*	*16%*	*25%*	*17%*	*24%*	*20%*	*48%*
		61%	*39%*	*13%*	*24%*	*63%*	*34%*	*66%*	*59%*	*41%*	*68%*	*21%*	*8%*	*4%*
MODERATE HEARING IMPAIRMENT	8	5	2	1	2	4	4	4	4	3	4	3	*	-
	10%	*14%*	*6%*	*12%*	*10%*	*9%*	*12%*	*9%*	*8%*	*14%*	*7%*	*26%*	*8%*	-
		68%	*32%*	*18%*	*30%*	*53%*	*51%*	*49%*	*56%*	*44%*	*52%*	*43%*	*6%*	-
MILD HEARING IMPAIRMENT	40	19	21	6	12	22	18	22	28	12	32	5	3	*
	50%	*48%*	*53%*	*55%*	*51%*	*49%*	*51%*	*50%*	*51%*	*49%*	*53%*	*37%*	*59%*	*21%*
		47%	*53%*	*16%*	*30%*	*54%*	*45%*	*55%*	*71%*	*29%*	*79%*	*12%*	*9%*	*1%*
None	12	5	8	2	4	6	8	5	11	2	11	2	*	-
	16%	*12%*	*20%*	*17%*	*19%*	*14%*	*23%*	*10%*	*20%*	*7%*	*18%*	*13%*	*5%*	-
		37%	*63%*	*16%*	*36%*	*48%*	*63%*	*37%*	*87%*	*13%*	*85%*	*13%*	*2%*	-
Don't know	3	1	2	-	1	2	-	3	2	1	3	-	*	-
	4%	*2%*	*6%*	-	*4%*	*5%*	-	*7%*	*4%*	*3%*	*4%*	-	*8%*	-
		22%	*78%*	-	*30%*	*70%*	-	*100%*	*78%*	*22%*	*85%*	-	*15%*	-

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Access services research

Q.2 Which of these best describes your hearing? If you normally use a hearing aid, please answer thinking about your hearing when using a hearing aid.
Base: All with a hearing impairment

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	95	95	95	25	95	25	2	19	9	47	-	3	3	5
Weighted Base	79*	79*	79*	21**	79*	21**	1**	15**	8**	40*	-**	3**	2**	5**
Cannot hear sounds at all	1	1	1	1	1	1	1	-	-	-	-	1	-	-
	1%	*1%*	*1%*	*4%*	*1%*	*4%*	*100%*	-	-	-	-	*31%*	-	-
		100%	*100%*	*70%*	*100%*	*70%*	*100%*	-	-	-	-	*70%*	-	-
Cannot follow a TV programme with the volume turned up	9	9	9	2	9	2	*	9	-	-	-	1	1	1
	12%	*12%*	*12%*	*12%*	*12%*	*12%*	*30%*	*59%*	-	-	-	*37%*	*39%*	*12%*
		100%	*100%*	*27%*	*100%*	*27%*	*4%*	*96%*	-	-	-	*11%*	*10%*	*6%*
Have difficulty hearing someone talking in a loud voice in a quiet room	8	8	8	2	8	2	*	8	-	-	-	1	1	-
	10%	*10%*	*10%*	*11%*	*10%*	*11%*	*30%*	*52%*	-	-	-	*37%*	*40%*	-
		100%	*100%*	*29%*	*100%*	*29%*	*4%*	*96%*	-	-	-	*12%*	*12%*	-
Cannot hear a doorbell, alarm clock or telephone bell	7	7	7	2	7	2	*	4	2	-	-	-	1	-
	9%	*9%*	*9%*	*11%*	*9%*	*11%*	*30%*	*30%*	*30%*	-	-	-	*39%*	-
		100%	*100%*	*33%*	*100%*	*33%*	*5%*	*62%*	*33%*	-	-	-	*13%*	-
Cannot follow a TV programme at all at a volume others find acceptable	12	12	12	2	12	2	*	3	8	-	-	1	-	-
	15%	*15%*	*15%*	*11%*	*15%*	*11%*	*30%*	*22%*	*100%*	-	-	*37%*	-	-
		100%	*100%*	*20%*	*100%*	*20%*	*3%*	*29%*	*68%*	-	-	*8%*	-	-
Difficulty hearing someone talking in a normal voice in a quiet room	15	15	15	6	15	6	*	6	1	7	-	1	2	1
	18%	*18%*	*18%*	*27%*	*18%*	*27%*	*30%*	*43%*	*12%*	*17%*	-	*37%*	*100%*	*12%*
		100%	*100%*	*39%*	*100%*	*39%*	*2%*	*44%*	*7%*	*47%*	-	*7%*	*16%*	*4%*
Difficulty following a conversation against background noise	45	45	45	14	45	14	*	11	5	29	-	2	1	4
	57%	*57%*	*57%*	*67%*	*57%*	*67%*	*30%*	*71%*	*63%*	*73%*	-	*69%*	*61%*	*87%*
		100%	*100%*	*31%*	*100%*	*31%*	*1%*	*23%*	*11%*	*65%*	-	*4%*	*3%*	*9%*
Difficulty hearing the television at a volume other people find acceptable	23	23	23	7	23	7	*	4	3	15	-	1	1	1
	29%	*29%*	*29%*	*32%*	*29%*	*32%*	*30%*	*29%*	*42%*	*37%*	-	*32%*	*61%*	*12%*
		100%	*100%*	*30%*	*100%*	*30%*	*2%*	*19%*	*14%*	*65%*	-	*4%*	*6%*	*3%*
Difficulty hearing quiet parts of programmes	31	31	31	8	31	8	*	9	6	15	-	1	1	1
	38%	*38%*	*38%*	*37%*	*38%*	*37%*	*30%*	*60%*	*75%*	*38%*	-	*37%*	*61%*	*26%*
		100%	*100%*	*25%*	*100%*	*25%*	*1%*	*29%*	*19%*	*50%*	-	*3%*	*5%*	*4%*

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Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.2 Which of these best describes your hearing? If you normally use a hearing aid, please answer thinking about your hearing when using a hearing aid.
Base: All with a hearing impairment

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	95	95	95	25	95	25	2	19	9	47	-	3	3	5
Weighted Base	79*	79*	79*	21**	79*	21**	1**	15**	8**	40*	-**	3**	2**	5**
Difficulty hearing quiet voices on TV	34	34	34	9	34	9	*	9	5	20	-	1	1	1
	43%	*43%*	*43%*	*43%*	*43%*	*43%*	*30%*	*60%*	*67%*	*50%*	-	*37%*	*61%*	*27%*
		100%	*100%*	*27%*	*100%*	*27%*	*1%*	*26%*	*15%*	*58%*	-	*3%*	*4%*	*4%*
SUMMARY CODES														
PROFOUND HEARING IMPAIRMENT	1	1	1	1	1	1	1	-	-	-	-	1	-	-
	1%	*1%*	*1%*	*4%*	*1%*	*4%*	*100%*	-	-	-	-	*31%*	-	-
		100%	*100%*	*70%*	*100%*	*70%*	*100%*	-	-	-	-	*70%*	-	-
SEVERE HEARING IMPAIRMENT	15	15	15	4	15	4	-	15	-	-	-	1	2	1
	19%	*19%*	*19%*	*18%*	*19%*	*18%*	-	*100%*	-	-	-	*37%*	*78%*	*12%*
		100%	*100%*	*26%*	*100%*	*26%*	-	*100%*	-	-	-	*7%*	*13%*	*4%*
MODERATE HEARING IMPAIRMENT	8	8	8	1	8	1	-	-	8	-	-	-	-	-
	10%	*10%*	*10%*	*6%*	*10%*	*6%*	-	-	*100%*	-	-	-	-	-
		100%	*100%*	*18%*	*100%*	*18%*	-	-	*100%*	-	-	-	-	-
MILD HEARING IMPAIRMENT	40	40	40	11	40	11	-	-	-	40	-	1	1	4
	50%	*50%*	*50%*	*54%*	*50%*	*54%*	-	-	-	*100%*	-	*32%*	*22%*	*88%*
		100%	*100%*	*28%*	*100%*	*28%*	-	-	-	*100%*	-	*2%*	*1%*	*10%*
None	12	12	12	3	12	3	-	-	-	-	-	-	-	-
	16%	*16%*	*16%*	*13%*	*16%*	*13%*	-	-	-	-	-	-	-	-
		100%	*100%*	*22%*	*100%*	*22%*	-	-	-	-	-	-	-	-
Don't know	3	3	3	1	3	1	-	-	-	-	-	-	-	-
	4%	*4%*	*4%*	*5%*	*4%*	*5%*	-	-	-	-	-	-	-	-
		100%	*100%*	*32%*	*100%*	*32%*	-	-	-	-	-	-	-	-

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Access services research

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Base: All with a hearing impairment

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	95	24	27	58	61	1	1	27	27
Weighted Base	79*	20**	22**	49*	51*	2**	1**	24**	24**
Cannot hear sounds at all	1	-	-	*	*	-	-	*	*
	1%	-	-	*1%*	*1%*	-	-	*1%*	*1%*
		-	-	*30%*	*30%*	-	-	*30%*	*30%*
Cannot follow a TV programme with the volume turned up	9	1	1	7	7	-	-	5	5
	12%	*3%*	*6%*	*13%*	*13%*	-	-	*21%*	*21%*
		6%	*14%*	*72%*	*72%*	-	-	*55%*	*55%*
Have difficulty hearing someone talking in a loud voice in a quiet room	8	1	1	6	6	-	-	3	3
	10%	*3%*	*6%*	*12%*	*11%*	-	-	*12%*	*12%*
		7%	*16%*	*72%*	*72%*	-	-	*35%*	*35%*
Cannot hear a doorbell, alarm clock or telephone bell	7	1	1	5	5	-	-	5	5
	9%	*5%*	*3%*	*11%*	*10%*	-	-	*22%*	*22%*
		14%	*10%*	*75%*	*75%*	-	-	*75%*	*75%*
Cannot follow a TV programme at all at a volume others find acceptable	12	2	2	9	9	-	-	7	7
	15%	*10%*	*10%*	*19%*	*18%*	-	-	*27%*	*27%*
		18%	*20%*	*80%*	*80%*	-	-	*57%*	*57%*
Difficulty hearing someone talking in a normal voice in a quiet room	15	3	4	9	9	-	1	6	6
	18%	*14%*	*16%*	*19%*	*19%*	-	*100%*	*24%*	*24%*
		19%	*24%*	*65%*	*65%*	-	*5%*	*39%*	*39%*
Difficulty following a conversation against background noise	45	9	15	31	33	-	1	15	15
	57%	*45%*	*66%*	*63%*	*64%*	-	*100%*	*64%*	*64%*
		20%	*33%*	*68%*	*72%*	-	*2%*	*34%*	*34%*
Difficulty hearing the television at a volume other people find acceptable	23	8	7	15	16	-	1	13	13
	29%	*39%*	*31%*	*31%*	*31%*	-	*100%*	*53%*	*53%*
		34%	*30%*	*66%*	*69%*	-	*3%*	*55%*	*55%*
Difficulty hearing quiet parts of programmes	31	7	7	21	21	-	1	14	14
	38%	*37%*	*32%*	*43%*	*41%*	-	*100%*	*60%*	*60%*
		24%	*23%*	*68%*	*68%*	-	*2%*	*47%*	*47%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.2 Which of these best describes your hearing? If you normally use a hearing aid, please answer thinking about your hearing when using a hearing aid.
Base: All with a hearing impairment

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	95	24	27	58	61	1	1	27	27
Weighted Base	79*	20**	22**	49*	51*	2**	1**	24**	24**
Difficulty hearing quiet voices on TV	34	11	8	24	24	2	1	17	17
	43%	*54%*	*38%*	*48%*	*47%*	*100%*	*100%*	*72%*	*72%*
		31%	*24%*	*68%*	*70%*	*5%*	*2%*	*50%*	*50%*
SUMMARY CODES									
PROFOUND HEARING IMPAIRMENT	1	-	-	*	*	-	-	*	*
	1%	-	-	*1%*	*1%*	-	-	*1%*	*1%*
		-	-	*30%*	*30%*	-	-	*30%*	*30%*
SEVERE HEARING IMPAIRMENT	15	1	2	10	10	-	-	6	6
	19%	*6%*	*9%*	*20%*	*19%*	-	-	*23%*	*23%*
		8%	*13%*	*67%*	*67%*	-	-	*37%*	*37%*
MODERATE HEARING IMPAIRMENT	8	2	2	6	6	-	-	4	4
	10%	*10%*	*7%*	*13%*	*12%*	-	-	*16%*	*16%*
		26%	*20%*	*81%*	*81%*	-	-	*47%*	*47%*
MILD HEARING IMPAIRMENT	40	13	15	25	28	2	1	12	12
	50%	*67%*	*68%*	*52%*	*54%*	*100%*	*100%*	*51%*	*51%*
		33%	*37%*	*63%*	*69%*	*4%*	*2%*	*30%*	*30%*
None	12	3	3	5	5	-	-	1	1
	16%	*15%*	*15%*	*11%*	*11%*	-	-	*5%*	*5%*
		24%	*26%*	*43%*	*43%*	-	-	*10%*	*10%*
Don't know	3	*	*	1	1	-	-	1	1
	4%	*2%*	*2%*	*3%*	*3%*	-	-	*4%*	*4%*
		15%	*15%*	*45%*	*45%*	-	-	*30%*	*30%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
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Access services research

Q.2 Which of these best describes your hearing? If you normally use a hearing aid, please answer thinking about your hearing when using a hearing aid.
Base: All with a hearing impairment

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	95	23	15	27	14	38	16	18	16	20	15	35	13
Weighted Base	79*	22**	11**	25**	10**	32*	14**	17**	11**	20**	11**	32**	10**
Cannot hear sounds at all	1	1	-	1	-	*	-	1	*	-	-	1	-
	1%	*4%*	-	*3%*	-	*1%*	-	*5%*	*3%*	-	-	*3%*	-
		70%	-	*70%*	-	*30%*	-	*70%*	*30%*	-	-	*70%*	-
Cannot follow a TV programme with the volume turned up	9	3	-	3	-	5	2	4	*	5	-	5	-
	12%	*12%*	-	*12%*	-	*15%*	*14%*	*22%*	*3%*	*25%*	-	*15%*	-
		29%	-	*32%*	-	*54%*	*21%*	*41%*	*4%*	*54%*	-	*52%*	-
Have difficulty hearing someone talking in a loud voice in a quiet room	8	1	2	2	1	3	2	1	2	1	1	3	1
	10%	*5%*	*14%*	*8%*	*10%*	*9%*	*14%*	*6%*	*17%*	*5%*	*10%*	*8%*	*11%*
		15%	*19%*	*24%*	*13%*	*37%*	*23%*	*12%*	*24%*	*12%*	*13%*	*33%*	*13%*
Cannot hear a doorbell, alarm clock or telephone bell	7	2	-	1	-	4	2	2	*	2	-	5	-
	9%	*11%*	-	*5%*	-	*13%*	*14%*	*11%*	*3%*	*10%*	-	*16%*	-
		33%	-	*19%*	-	*61%*	*27%*	*27%*	*5%*	*27%*	-	*70%*	-
Cannot follow a TV programme at all at a volume others find acceptable	12	4	1	3	2	8	1	2	1	1	1	6	1
	15%	*18%*	*5%*	*11%*	*15%*	*26%*	*7%*	*12%*	*12%*	*7%*	*9%*	*19%*	*10%*
		33%	*5%*	*25%*	*13%*	*73%*	*9%*	*17%*	*12%*	*13%*	*9%*	*51%*	*9%*
Difficulty hearing someone talking in a normal voice in a quiet room	15	3	5	4	3	7	4	3	5	2	4	5	4
	18%	*14%*	*44%*	*16%*	*34%*	*23%*	*28%*	*16%*	*43%*	*11%*	*34%*	*16%*	*38%*
		21%	*34%*	*27%*	*23%*	*49%*	*26%*	*18%*	*34%*	*15%*	*25%*	*35%*	*25%*
Difficulty following a conversation against background noise	45	10	9	12	7	18	10	8	8	9	6	18	5
	57%	*46%*	*82%*	*46%*	*69%*	*56%*	*71%*	*49%*	*67%*	*45%*	*59%*	*58%*	*56%*
		22%	*21%*	*26%*	*15%*	*40%*	*21%*	*19%*	*17%*	*20%*	*14%*	*41%*	*12%*
Difficulty hearing the television at a volume other people find acceptable	23	5	5	7	2	13	1	4	5	3	3	10	3
	29%	*22%*	*42%*	*28%*	*19%*	*40%*	*10%*	*23%*	*41%*	*17%*	*26%*	*32%*	*27%*
		21%	*21%*	*31%*	*8%*	*57%*	*6%*	*17%*	*20%*	*15%*	*12%*	*44%*	*12%*
Difficulty hearing quiet parts of programmes	31	7	7	7	6	14	8	5	7	4	6	12	5
	38%	*31%*	*61%*	*28%*	*59%*	*43%*	*61%*	*29%*	*62%*	*22%*	*54%*	*38%*	*50%*
		22%	*23%*	*23%*	*19%*	*45%*	*27%*	*16%*	*23%*	*14%*	*19%*	*39%*	*16%*

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Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
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KANTAR MEDIA

Access services research

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	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	95	23	15	27	14	38	16	18	16	20	15	35	13
Weighted Base	79*	22**	11**	25**	10**	32*	14**	17**	11**	20**	11**	32**	10**
Difficulty hearing quiet voices on TV	34	8	8	10	5	16	8	7	8	8	6	17	5
	43%	*35%*	*66%*	*41%*	*54%*	*50%*	*57%*	*39%*	*67%*	*38%*	*59%*	*53%*	*56%*
		22%	*22%*	*30%*	*16%*	*47%*	*23%*	*20%*	*22%*	*22%*	*18%*	*48%*	*16%*
SUMMARY CODES													
PROFOUND HEARING IMPAIRMENT	1	1	-	1	-	*	-	1	*	-	-	1	-
	1%	*4%*	-	*3%*	-	*1%*	-	*5%*	*3%*	-	-	*3%*	-
		70%	-	*70%*	-	*30%*	-	*70%*	*30%*	-	-	*70%*	-
SEVERE HEARING IMPAIRMENT	15	3	2	4	1	6	4	4	2	5	1	6	1
	19%	*13%*	*14%*	*16%*	*10%*	*17%*	*28%*	*22%*	*14%*	*25%*	*10%*	*18%*	*11%*
		20%	*10%*	*27%*	*7%*	*38%*	*26%*	*26%*	*10%*	*33%*	*7%*	*39%*	*7%*
MODERATE HEARING IMPAIRMENT	8	3	1	2	2	6	1	1	1	1	1	4	1
	10%	*13%*	*5%*	*7%*	*15%*	*20%*	*7%*	*6%*	*9%*	*3%*	*9%*	*13%*	*10%*
		36%	*7%*	*24%*	*19%*	*82%*	*13%*	*13%*	*13%*	*7%*	*13%*	*54%*	*13%*
MILD HEARING IMPAIRMENT	40	11	8	14	6	15	7	8	7	10	6	16	6
	50%	*51%*	*70%*	*56%*	*58%*	*48%*	*50%*	*46%*	*60%*	*53%*	*59%*	*50%*	*62%*
		28%	*20%*	*35%*	*15%*	*38%*	*17%*	*20%*	*17%*	*26%*	*16%*	*40%*	*15%*
None	12	4	-	3	1	4	1	3	1	3	1	4	1
	16%	*19%*	-	*13%*	*7%*	*11%*	*7%*	*19%*	*6%*	*13%*	*13%*	*11%*	*7%*
		33%	-	*26%*	*6%*	*28%*	*8%*	*26%*	*5%*	*20%*	*11%*	*28%*	*5%*
Don't know	3	-	1	1	1	1	1	*	1	1	1	1	1
	4%	-	*12%*	*5%*	*10%*	*3%*	*7%*	*3%*	*8%*	*7%*	*9%*	*4%*	*10%*
		-	*47%*	*45%*	*32%*	*30%*	*32%*	*15%*	*32%*	*45%*	*32%*	*45%*	*32%*

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KANTAR MEDIA

Access services research

Q.2 Which of these best describes your hearing? If you normally use a hearing aid, please answer thinking about your hearing when using a hearing aid.
Base: All Adults 16+ in UK

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2302	1094	1208	710	970	622	1088	1214	1828	474	1786	181	198	137
Weighted Base	2302	1118	1184	762	1094	446	1170	1132	1870	432	1939	196	115	52
Cannot hear sounds at all	1	1	*	-	*	1	-	1	1	*	1	-	-	*
	*	*	*	-	*	*	-	*	*	*	*	-	-	1%
		70%	30%	-	30%	70%	-	100%	70%	30%	70%	-	-	30%j
Cannot follow a TV programme with the volume turned up	9	4	5	2	3	4	2	7	5	4	6	2	1	1
	*	*	*	*	*	1%	*	1%	*	1%	*	1%	1%	1%
		46%	54%	21%	32%	47%	23%	77%	55%	45%h	64%	21%	8%	7%
Have difficulty hearing someone talking in a loud voice in a quiet room	8	6	2	-	2	6	4	4	5	3	5	1	1	1
	*	*	*	-	*	1%	*	*	*	1%	*	1%	1%	1%
		69%	31%	-	25%	75%cd	44%	56%	59%	41%	64%	15%	14%	7%
Cannot hear a doorbell, alarm clock or telephone bell	7	4	3	2	4	1	2	6	4	3	3	3	1	*
	*	*	*	*	*	*	*	*	*	1%	*	2%	1%	1%
		54%	46%	27%	61%	12%	22%	78%	58%	42%	38%	47%j	10%	5%
Cannot follow a TV programme at all at a volume others find acceptable	12	8	4	1	3	7	6	5	7	4	7	3	1	*
	1%	1%	*	*	*	2%	1%	*	*	1%	*	2%	1%	1%
		67%	33%	12%	30%	59%cd	55%	45%	61%	39%	58%	29%j	10%	3%
Difficulty hearing someone talking in a normal voice in a quiet room	15	7	8	1	3	11	6	9	11	4	11	1	2	*
	1%	1%	1%	*	*	2%	*	1%	1%	1%	1%	*	2%	1%
		46%	54%	5%	20%	75%cd	40%	60%	72%	28%	77%	4%	16%j	2%
Difficulty following a conversation against background noise	45	20	25	9	13	24	23	22	27	18	30	11	3	1
	2%	2%	2%	1%	1%	5%	2%	2%	1%	4%	2%	6%	3%	2%
		45%	55%	19%	29%	53%cd	51%	49%	60%	40%h	66%	25%j	7%	2%
Difficulty hearing the television at a volume other people find acceptable	23	13	9	5	6	11	12	11	16	7	15	5	2	*
	1%	1%	1%	1%	1%	3%	1%	1%	1%	2%	1%	3%	2%	1%
		59%	41%	24%	26%	50%cd	54%	46%	69%	31%	67%	23%j	8%	2%
Difficulty hearing quiet parts of programmes	31	14	17	4	9	17	13	18	22	8	20	6	3	1
	1%	1%	1%	1%	1%	4%	1%	2%	1%	2%	1%	3%	3%	2%
		46%	54%	13%	30%	56%cd	42%	58%	73%	27%	66%	21%j	10%	3%

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Base: All Adults 16+ in UK

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2302	1094	1208	710	970	622	1088	1214	1828	474	1786	181	198	137
Weighted Base	2302	1118	1184	762	1094	446	1170	1132	1870	432	1939	196	115	52
Difficulty hearing quiet voices on TV	34	17	17	5	10	19	15	19	26	8	24	7	3	1
	1%	*2%*	*1%*	*1%*	*1%*	*4%*	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*	*3%*	*2%*
		50%	*50%*	*14%*	*30%*	56%cd	*44%*	*56%*	*76%*	*24%*	*70%*	19%j	*9%*	*2%*
SUMMARY CODES														
PROFOUND HEARING IMPAIRMENT	1	1	*	-	*	1	-	1	1	*	1	-	-	*
	*	*	*	-	*	*	-	*	*	*	*	-	-	*1%*
		70%	*30%*	-	*30%*	*70%*	-	*100%*	*70%*	*30%*	*70%*	-	-	30%j
SEVERE HEARING IMPAIRMENT	15	9	6	2	4	9	5	10	9	6	10	3	1	1
	1%	*1%*	*	*	*	*2%*	*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*
		61%	*39%*	*13%*	*24%*	63%cd	*34%*	*66%*	*59%*	41%h	*68%*	*21%*	*8%*	*4%*
MODERATE HEARING IMPAIRMENT	8	5	2	1	2	4	4	4	4	3	4	3	*	-
	*	*	*	*	*	*1%*	*	*	*	*1%*	*	*2%*	*	-
		68%	*32%*	*18%*	*30%*	53%d	*51%*	*49%*	*56%*	*44%*	*52%*	43%j	*6%*	-
MILD HEARING IMPAIRMENT	40	19	21	6	12	22	18	22	28	12	32	5	3	*
	2%	*2%*	*2%*	*1%*	*1%*	*5%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*
		47%	*53%*	*16%*	*30%*	54%cd	*45%*	*55%*	*71%*	*29%*	*79%*	*12%*	*9%*	*1%*
None	12	5	8	2	4	6	8	5	11	2	11	2	*	-
	1%	*	*1%*	*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	-
		37%	*63%*	*16%*	*36%*	48%cd	*63%*	*37%*	*87%*	*13%*	*85%*	*13%*	*2%*	-
Don't know	3	1	2	-	1	2	-	3	2	1	3	-	*	-
	*	*	*	-	*	*	-	*	*	*	*	-	*	-
		22%	*78%*	-	*30%*	*70%*	-	*100%*	*78%*	*22%*	*85%*	-	*15%*	-
Not asked	2223	1079	1144	750	1071	401	1135	1088	1814	409	1879	183	109	51
	97%	*96%*	*97%*	*98%*	*98%*	*90%*	*97%*	*96%*	*97%*	*94%*	*97%*	*93%*	*95%*	*98%*
		49%	*51%*	34%e	48%e	*18%*	*51%*	*49%*	82%i	*18%*	85%k	*8%*	*5%*	*2%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base**

Access services research

Q.2 Which of these best describes your hearing? If you normally use a hearing aid, please answer thinking about your hearing when using a hearing aid.
Base: All Adults 16+ in UK

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	2302	558	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	2302	493	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Cannot hear sounds at all	1	1	1	1	1	1	1	-	-	-	-	1	-	-
	*	*	1%	1%	1%	4%	100%	-	-	-	-	15%	-	-
		100%	100%	70%	100%	70%	100%	-	-	-	-	70%	-	-
Cannot follow a TV programme with the volume turned up	9	9	9	2	9	2	*	9	-	-	-	1	1	1
	*	2%	12%	3%	6%	12%	30%	59%	-	-	-	18%	5%	2%
		100%	100%ac	27%	100%a	27%	4%	96%	-	-	-	11%	10%	6%
Have difficulty hearing someone talking in a loud voice in a quiet room	8	8	8	2	8	2	*	8	-	-	-	1	1	-
	*	2%	10%	3%	5%	11%	30%	52%	-	-	-	18%	5%	-
		100%	100%a	29%	100%a	29%	4%	96%	-	-	-	12%	12%	-
Cannot hear a doorbell, alarm clock or telephone bell	7	7	7	2	7	2	*	4	2	-	-	-	1	-
	*	1%	9%	3%	5%	11%	30%	30%	30%	-	-	-	5%	-
		100%	100%a	33%	100%a	33%	5%	62%	33%	-	-	-	13%	-
Cannot follow a TV programme at all at a volume others find acceptable	12	12	12	2	12	2	*	3	8	-	-	1	-	-
	1%	2%	15%	3%	8%	11%	30%	22%	100%	-	-	18%	-	-
		100%	100%ac	20%	100%a	20%	3%	29%	68%	-	-	8%	-	-
Difficulty hearing someone talking in a normal voice in a quiet room	15	15	15	6	15	6	*	6	1	7	-	1	2	1
	1%	3%	18%	6%	10%	27%	30%	43%	12%	17%	-	18%	14%	2%
		100%	100%ac	39%	100%a	39%	2%	44%	7%	47%	-	7%	16%	4%
Difficulty following a conversation against background noise	45	45	45	14	45	14	*	11	5	29	-	2	1	4
	2%	9%	57%	16%	31%	67%	30%	71%	63%	73%	-	34%	8%	16%
		100%	100%acd	31%	100%ac	31%	1%	23%	11%	65%	-	4%	3%	9%
Difficulty hearing the television at a volume other people find acceptable	23	23	23	7	23	7	*	4	3	15	-	1	1	1
	1%	5%	29%	8%	16%	32%	30%	29%	42%	37%	-	16%	8%	2%
		100%	100%acd	30%	100%a	30%	2%	19%	14%	65%	-	4%	6%	3%
Difficulty hearing quiet parts of programmes	31	31	31	8	31	8	*	9	6	15	-	1	1	1
	1%	6%	38%	9%	21%	37%	30%	60%	75%	38%	-	18%	8%	5%
		100%	100%acd	25%	100%ac	25%	1%	29%	19%	50%	-	3%	5%	4%

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.2 Which of these best describes your hearing? If you normally use a hearing aid, please answer thinking about your hearing when using a hearing aid.
Base: All Adults 16+ in UK

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	2302	558	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	2302	493	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Difficulty hearing quiet voices on TV	34	34	34	9	34	9	*	9	5	20	-	1	1	1
	1%	*7%*	*43%*	*10%*	*24%*	*43%*	*30%*	*60%*	*67%*	*50%*	-	*18%*	*8%*	*5%*
		100%	100%acd	*27%*	100%ac	*27%*	*1%*	*26%*	*15%*	*58%*	-	*3%*	*4%*	*4%*
SUMMARY CODES														
PROFOUND HEARING IMPAIRMENT	1	1	1	1	1	1	1	-	-	-	-	1	-	-
	*	*	*1%*	*1%*	*1%*	*4%*	*100%*	-	-	-	-	*15%*	-	-
		100%	*100%*	*70%*	*100%*	*70%*	*100%*	-	-	-	-	*70%*	-	-
SEVERE HEARING IMPAIRMENT	15	15	15	4	15	4	-	15	-	-	-	1	2	1
	1%	*3%*	*19%*	*4%*	*10%*	*18%*	-	*100%*	-	-	-	*18%*	*11%*	*2%*
		100%	100%ac	*26%*	100%a	*26%*	-	*100%*	-	-	-	*7%*	*13%*	*4%*
MODERATE HEARING IMPAIRMENT	8	8	8	1	8	1	-	-	8	-	-	-	-	-
	*	*2%*	*10%*	*2%*	*5%*	*6%*	-	-	*100%*	-	-	-	-	-
		100%	100%ac	*18%*	100%a	*18%*	-	-	*100%*	-	-	-	-	-
MILD HEARING IMPAIRMENT	40	40	40	11	40	11	-	-	-	40	-	1	1	4
	2%	*8%*	*50%*	*13%*	*27%*	*54%*	-	-	-	*100%*	-	*16%*	*3%*	*16%*
		100%	100%acd	*28%*	100%ac	*28%*	-	-	-	*100%*	-	*2%*	*1%*	*10%*
None	12	12	12	3	12	3	-	-	-	-	-	-	-	-
	1%	*3%*	*16%*	*3%*	*9%*	*13%*	-	-	-	-	-	-	-	-
		100%	100%ac	*22%*	100%a	*22%*	-	-	-	-	-	-	-	-
Don't know	3	3	3	1	3	1	-	-	-	-	-	-	-	-
	*	*1%*	*4%*	*1%*	*2%*	*5%*	-	-	-	-	-	-	-	-
		100%	100%a	*32%*	*100%*	*32%*	-	-	-	-	-	-	-	-
Not asked	2223	414	-	67	67	-	-	-	-	-	-	3	15	22
	97%	*84%*	-	*76%*	*46%*	-	-	-	-	-	-	*51%*	*86%*	*82%*
		19%bd	-	3%bd	3%b	-	-	-	-	-	-	*	*1%*	*1%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.2 Which of these best describes your hearing? If you normally use a hearing aid, please answer thinking about your hearing when using a hearing aid.
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	2302	563	685	872	986	22	24	183	190
Weighted Base	2302	562	672	851	969	29**	28**	189	198
Cannot hear sounds at all	1	-	-	*	*	-	-	*	*
	*	-	-	*	*	-	-	*	*
		-	-	*30%*	*30%*	-	-	*30%*	*30%*
Cannot follow a TV programme with the volume turned up	9	1	1	7	7	-	-	5	5
	*	*	*	*1%*	*1%*	-	-	*3%*	*3%*
		6%	*14%*	*72%*	*72%*	-	-	*55%*	*55%*
Have difficulty hearing someone talking in a loud voice in a quiet room	8	1	1	6	6	-	-	3	3
	*	*	*	*1%*	*1%*	-	-	*2%*	*1%*
		7%	*16%*	*72%*	*72%*	-	-	*35%*	*35%*
Cannot hear a doorbell, alarm clock or telephone bell	7	1	1	5	5	-	-	5	5
	*	*	*	*1%*	*1%*	-	-	*3%*	*3%*
		14%	*10%*	*75%*	*75%*	-	-	*75%*	*75%*
Cannot follow a TV programme at all at a volume others find acceptable	12	2	2	9	9	-	-	7	7
	1%	*	*	*1%*	*1%*	-	-	*3%*	*3%*
		18%	*20%*	*80%*	*80%*	-	-	*57%*	*57%*
Difficulty hearing someone talking in a normal voice in a quiet room	15	3	4	9	9	-	1	6	6
	1%	*	*1%*	*1%*	*1%*	-	*2%*	*3%*	*3%*
		19%	*24%*	*65%*	*65%*	-	*5%*	*39%*	*39%*
Difficulty following a conversation against background noise	45	9	15	31	33	-	1	15	15
	2%	*2%*	*2%*	*4%*	*3%*	-	*2%*	*8%*	*8%*
		20%	*33%*	68%a	*72%*	-	*2%*	*34%*	*34%*
Difficulty hearing the television at a volume other people find acceptable	23	8	7	15	16	-	1	13	13
	1%	*1%*	*1%*	*2%*	*2%*	-	*2%*	*7%*	*6%*
		34%	*30%*	*66%*	*69%*	-	*3%*	*55%*	*55%*
Difficulty hearing quiet parts of programmes	31	7	7	21	21	-	1	14	14
	1%	*1%*	*1%*	*2%*	*2%*	-	*2%*	*8%*	*7%*
		24%	*23%*	*68%*	*68%*	-	*2%*	*47%*	*47%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.2 Which of these best describes your hearing? If you normally use a hearing aid, please answer thinking about your hearing when using a hearing aid.
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	2302	563	685	872	986	22	24	183	190
Weighted Base	2302	562	672	851	969	29**	28**	189	198
Difficulty hearing quiet voices on TV	34	11	8	24	24	2	1	17	17
	1%	*2%*	*1%*	*3%*	*2%*	*6%*	*2%*	*9%*	*9%*
		31%	*24%*	*68%*	*70%*	*5%*	*2%*	*50%*	*50%*
SUMMARY CODES									
PROFOUND HEARING IMPAIRMENT	1	-	-	*	*	-	-	*	*
	*	-	-	*	*	-	-	*	*
		-	-	*30%*	*30%*	-	-	*30%*	*30%*
SEVERE HEARING IMPAIRMENT	15	1	2	10	10	-	-	6	6
	1%	*	*	*1%*	*1%*	-	-	*3%*	*3%*
		8%	*13%*	*67%*	*67%*	-	-	*37%*	*37%*
MODERATE HEARING IMPAIRMENT	8	2	2	6	6	-	-	4	4
	*	*	*	*1%*	*1%*	-	-	*2%*	*2%*
		26%	*20%*	*81%*	*81%*	-	-	*47%*	*47%*
MILD HEARING IMPAIRMENT	40	13	15	25	28	2	1	12	12
	2%	*2%*	*2%*	*3%*	*3%*	*6%*	*2%*	*6%*	*6%*
		33%	*37%*	*63%*	*69%*	*4%*	*2%*	*30%*	*30%*
None	12	3	3	5	5	-	-	1	1
	1%	*1%*	*	*1%*	*1%*	-	-	*1%*	*1%*
		24%	*26%*	*43%*	*43%*	-	-	*10%*	*10%*
Don't know	3	*	*	1	1	-	-	1	1
	*	*	*	*	*	-	-	*	*
		15%	*15%*	*45%*	*45%*	-	-	*30%*	*30%*
Not asked	2223	542	649	802	918	27	28	165	175
	97%	*96%*	*97%*	*94%*	*95%*	*94%*	*98%*	*87%*	*88%*
		24%	29%c	*36%*	*41%*	*1%*	*1%*	*7%*	*8%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.2 Which of these best describes your hearing? If you normally use a hearing aid, please answer thinking about your hearing when using a hearing aid.
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	2302	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	2302	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Cannot hear sounds at all	1	1	-	1	-	*	-	1	*	-	-	1	-
	*	*1%*	-	*1%*	-	*	-	*1%*	*1%*	-	-	*1%*	-
		70%	-	*70%*	-	*30%*	-	*70%*	*30%*	-	-	*70%*	-
Cannot follow a TV programme with the volume turned up	9	3	-	3	-	5	2	4	*	5	-	5	-
	*	*3%*	-	*3%*	-	*3%*	*7%*	*4%*	*1%*	*5%*	-	*3%*	-
		29%	-	*32%*	-	*54%*	*21%*	*41%*	*4%*	*54%*	-	*52%*	-
Have difficulty hearing someone talking in a loud voice in a quiet room	8	1	2	2	1	3	2	1	2	1	1	3	1
	*	*1%*	*4%*	*2%*	*2%*	*2%*	*6%*	*1%*	*5%*	*1%*	*2%*	*2%*	*4%*
		15%	*19%*	*24%*	*13%*	*37%*	*23%*	*12%*	*24%*	*12%*	*13%*	*33%*	*13%*
Cannot hear a doorbell, alarm clock or telephone bell	7	2	-	1	-	4	2	2	*	2	-	5	-
	*	*2%*	-	*1%*	-	*2%*	*7%*	*2%*	*1%*	*2%*	-	*3%*	-
		33%	-	*19%*	-	*61%*	*27%*	*27%*	*5%*	*27%*	-	*70%*	-
Cannot follow a TV programme at all at a volume others find acceptable	12	4	1	3	2	8	1	2	1	1	1	6	1
	1%	*4%*	*1%*	*3%*	*3%*	*5%*	*3%*	*2%*	*3%*	*2%*	*2%*	*4%*	*4%*
		33%	*5%*	*25%*	*13%*	*73%*	*9%*	*17%*	*12%*	*13%*	*9%*	*51%*	*9%*
Difficulty hearing someone talking in a normal voice in a quiet room	15	3	5	4	3	7	4	3	5	2	4	5	4
	1%	*3%*	*12%*	*4%*	*7%*	*4%*	*13%*	*3%*	*12%*	*2%*	*8%*	*3%*	*15%*
		21%	*34%*	*27%*	*23%*	*49%*	*26%*	*18%*	34%ik	*15%*	*25%*	*35%*	*25%*
Difficulty following a conversation against background noise	45	10	9	12	7	18	10	8	8	9	6	18	5
	2%	*10%*	*22%*	*12%*	*15%*	*10%*	*32%*	*9%*	*19%*	*10%*	*15%*	*12%*	*22%*
		22%	21%e	*26%*	*15%*	*40%*	*21%*	*19%*	*17%*	*20%*	*14%*	*41%*	*12%*
Difficulty hearing the television at a volume other people find acceptable	23	5	5	7	2	13	1	4	5	3	3	10	3
	1%	*5%*	*11%*	*7%*	*4%*	*7%*	*5%*	*4%*	*12%*	*4%*	*6%*	*7%*	*11%*
		21%	*21%*	*31%*	*8%*	*57%*	*6%*	*17%*	*20%*	*15%*	*12%*	*44%*	*12%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.2 Which of these best describes your hearing? If you normally use a hearing aid, please answer thinking about your hearing when using a hearing aid.
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	2302	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	2302	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Difficulty hearing quiet parts of programmes	31	7	7	7	6	14	8	5	7	4	6	12	5
	1%	*7%*	*17%*	*7%*	*13%*	*8%*	*28%*	*6%*	*18%*	*5%*	*14%*	*8%*	*20%*
		22%	*23%*	*23%*	*19%*	*45%*	*27%*	*16%*	23%gi	*14%*	*19%*	*39%*	*16%*
Difficulty hearing quiet voices on TV	34	8	8	10	5	16	8	7	8	8	6	17	5
	1%	*8%*	*18%*	*11%*	*12%*	*9%*	*26%*	*8%*	*19%*	*8%*	*15%*	*11%*	*22%*
		22%	*22%*	*30%*	*16%*	*47%*	*23%*	*20%*	*22%*	*22%*	*18%*	*48%*	*16%*
SUMMARY CODES													
PROFOUND HEARING IMPAIRMENT	1	1	-	1	-	*	-	1	*	-	-	1	-
	*	*1%*	-	*1%*	-	*	-	*1%*	*1%*	-	-	*1%*	-
		70%	-	*70%*	-	*30%*	-	*70%*	*30%*	-	-	*70%*	-
SEVERE HEARING IMPAIRMENT	15	3	2	4	1	6	4	4	2	5	1	6	1
	1%	*3%*	*4%*	*4%*	*2%*	*3%*	*13%*	*4%*	*4%*	*5%*	*2%*	*4%*	*4%*
		20%	*10%*	*27%*	*7%*	*38%*	*26%*	*26%*	*10%*	*33%*	*7%*	*39%*	*7%*
MODERATE HEARING IMPAIRMENT	8	3	1	2	2	6	1	1	1	1	1	4	1
	*	*3%*	*1%*	*2%*	*3%*	*4%*	*3%*	*1%*	*2%*	*1%*	*2%*	*3%*	*4%*
		36%	*7%*	*24%*	*19%*	*82%*	*13%*	*13%*	*13%*	*7%*	*13%*	*54%*	*13%*
MILD HEARING IMPAIRMENT	40	11	8	14	6	15	7	8	7	10	6	16	6
	2%	*11%*	*19%*	*14%*	*13%*	*9%*	*23%*	*9%*	*17%*	*12%*	*15%*	*11%*	*24%*
		28%	*20%*	*35%*	*15%*	*38%*	*17%*	*20%*	*17%*	*26%*	*16%*	*40%*	*15%*
None	12	4	-	3	1	4	1	3	1	3	1	4	1
	1%	*4%*	-	*3%*	*1%*	*2%*	*3%*	*4%*	*2%*	*3%*	*3%*	*2%*	*3%*
		33%	-	*26%*	*6%*	*28%*	*8%*	*26%*	*5%*	*20%*	*11%*	*28%*	*5%*
Don't know	3	-	1	1	1	1	1	*	1	1	1	1	1
	*	-	*3%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	*2%*	*1%*	*4%*
		-	*47%*	*45%*	*32%*	*30%*	*32%*	*15%*	*32%*	*45%*	*32%*	*45%*	*32%*
Not asked	2223	78	31	71	36	144	16	71	29	71	32	117	15
	97%	*78%*	*73%*	*74%*	*78%*	*82%*	*54%*	*81%*	*71%*	*78%*	*75%*	*79%*	*60%*
		3%	*1%*	*3%*	*2%*	*6%*	*1%*	*3%*	*1%*	*3%*	*1%*	*5%*	*1%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
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KANTAR MEDIA

Access services research

Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these. Please imagine you are in a room with good lighting.
Base: All with a visual impairment

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	97	33	64	12	35	50	38	59	76	21	70	11	12	4
Weighted Base	89*	30**	59*	15**	40**	34*	33*	55*	70*	18**	70*	11**	5**	2**
Cannot tell by the light where the windows are	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Cannot see the shapes of furniture in the room	1	-	1	1	-	-	-	1	-	1	1	-	-	-
	1%	-	*2%*	*8%*	-	-	-	*2%*	-	*6%*	*2%*	-	-	-
		-	*100%*	*100%*	-	-	-	*100%*	-	*100%*	*100%*	-	-	-
Cannot see well enough to recognise a friend if close to his or her face	2	1	1	-	-	2	-	2	1	1	2	-	-	-
	2%	*3%*	*1%*	-	-	*5%*	-	*3%*	*1%*	*5%*	*2%*	-	-	-
		49%	*51%*	-	-	*100%*	-	*100%*	*49%*	*51%*	*100%*	-	-	-
Cannot see well enough to recognise a friend if he or she is at arms length	4	-	4	1	-	3	1	3	3	1	4	-	-	-
	4%	-	*6%*	*8%*	-	*8%*	*2%*	*5%*	*4%*	*6%*	*5%*	-	-	-
		-	*100%*	*30%*	-	*70%*	*19%*	*81%*	*70%*	*30%*	*100%*	-	-	-
Cannot see well enough to read a newspaper headline	12	4	9	2	6	4	6	6	8	4	7	4	1	-
	14%	*12%*	*15%*	*14%*	*15%*	*13%*	*17%*	*12%*	*11%*	*24%*	*10%*	*32%*	*24%*	-
		29%	*71%*	*16%*	*48%*	*36%*	*47%*	*53%*	*65%*	*35%*	*60%*	*30%*	*11%*	-
Cannot see well enough to read a large print book	5	3	2	-	2	3	2	3	5	-	5	-	1	-
	6%	*9%*	*4%*	-	*5%*	*9%*	*7%*	*6%*	*8%*	-	*7%*	-	*10%*	-
		53%	*47%*	-	*41%*	*59%*	*41%*	*59%*	*100%*	-	*90%*	-	*10%*	-
Cannot see well enough to recognise a friend across a room	9	4	5	2	3	5	5	5	9	*	9	-	1	-
	11%	*14%*	*9%*	*11%*	*8%*	*13%*	*14%*	*9%*	*13%*	*2%*	*12%*	-	*14%*	-
		44%	*56%*	*17%*	*34%*	*48%*	*48%*	*52%*	*95%*	*5%*	*92%*	-	*8%*	-
Cannot see well enough to recognise a friend across a road	19	5	14	4	8	6	6	13	15	4	16	1	1	*
	21%	*16%*	*24%*	*29%*	*21%*	*19%*	*17%*	*24%*	*21%*	*21%*	*23%*	*11%*	*28%*	*19%*
		26%	*74%*	*23%*	*43%*	*34%*	*29%*	*71%*	*79%*	*21%*	*84%*	*7%*	*8%*	*2%*
Have difficulty seeing ordinary newspaper print	28	10	18	5	11	12	11	17	22	6	21	5	2	-
	32%	*33%*	*31%*	*36%*	*27%*	*35%*	*34%*	*30%*	*31%*	*33%*	*30%*	*40%*	*45%*	-
		35%	*65%*	*19%*	*38%*	*43%*	*41%*	*59%*	*79%*	*21%*	*75%*	*16%*	*9%*	-
Have difficulty seeing on the remote control	6	1	5	-	2	4	3	3	5	1	4	1	1	*
	7%	*4%*	*8%*	-	*6%*	*11%*	*9%*	*6%*	*7%*	*7%*	*6%*	*6%*	*20%*	*19%*
		20%	*80%*	-	*39%*	*61%*	*48%*	*52%*	*78%*	*22%*	*67%*	*11%*	*17%*	*5%*

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Access services research

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Base: All with a visual impairment

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	97	33	64	12	35	50	38	59	76	21	70	11	12	4
Weighted Base	89*	30**	59*	15**	40**	34*	33*	55*	70*	18**	70*	11**	5**	2**
Have difficulty seeing the picture on the TV screen	9	4	5	1	4	4	5	4	7	1	8	-	1	-
	10%	*13%*	*8%*	*5%*	*11%*	*10%*	*14%*	*8%*	*11%*	*7%*	*12%*	-	*10%*	-
		44%	*56%*	*9%*	*51%*	*40%*	*52%*	*48%*	*85%*	*15%*	*94%*	-	*6%*	-
Have difficulty seeing subtitles on screen	19	8	10	5	7	7	10	9	16	3	14	3	1	*
	21%	*28%*	*17%*	*34%*	*18%*	*19%*	*30%*	*16%*	*22%*	*15%*	*21%*	*24%*	*21%*	*19%*
		45%	*55%*	*27%*	*38%*	*35%*	*54%*	*46%*	*85%*	*15%*	*78%*	*15%*	*6%*	*2%*
Have colour blindness	1	1	-	-	-	1	1	-	1	-	1	-	-	-
	1%	*2%*	-	-	-	*2%*	*2%*	-	*1%*	-	*1%*	-	-	-
		100%	-	-	-	*100%*	*100%*	-	*100%*	-	*100%*	-	-	-
SUMMARY CODES														
PROFOUND VISUAL IMPAIRMENT	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SEVERE VISUAL IMPAIRMENT	5	1	5	1	-	4	1	5	3	2	5	-	-	-
	6%	*3%*	*8%*	*8%*	-	*12%*	*2%*	*8%*	*5%*	*11%*	*8%*	-	-	-
		15%	*85%*	*21%*	-	*79%*	*13%*	*87%*	*64%*	*36%*	*100%*	-	-	-
MODERATE VISUAL IMPAIRMENT	18	6	12	4	7	7	10	7	13	4	13	4	1	-
	20%	*20%*	*20%*	*25%*	*18%*	*20%*	*31%*	*13%*	*19%*	*24%*	*18%*	*32%*	*24%*	-
		34%	*66%*	*21%*	*41%*	*38%*	*58%*	*42%*	*75%*	*25%*	*72%*	*21%*	*7%*	-
MILD VISUAL IMPAIRMENT	26	9	17	5	13	8	7	19	21	5	19	5	2	*
	30%	*32%*	*29%*	*36%*	*33%*	*24%*	*22%*	*35%*	*30%*	*30%*	*28%*	*40%*	*41%*	*19%*
		36%	*64%*	*20%*	*49%*	*31%*	*27%*	*73%*	*79%*	*21%*	*73%*	*17%*	*8%*	*1%*
None	32	11	22	3	16	13	14	19	28	4	27	2	2	1
	37%	*36%*	*37%*	*23%*	*40%*	*39%*	*42%*	*34%*	*40%*	*24%*	*39%*	*16%*	*35%*	*81%*
		33%	*67%*	*10%*	*49%*	*41%*	*43%*	*57%*	*87%*	*13%*	*85%*	*6%*	*6%*	*4%*
Don't know	7	3	4	1	4	2	1	5	5	2	5	1	-	-
	8%	*9%*	*7%*	*9%*	*9%*	*5%*	*4%*	*10%*	*6%*	*12%*	*8%*	*12%*	-	-
		41%	*59%*	*20%*	*53%*	*27%*	*20%*	*80%*	*67%*	*33%*	*79%*	*21%*	-	-

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Access services research

Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these. Please imagine you are in a room with good lighting.
Base: All with a visual impairment

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	97	97	25	97	97	25	1	5	1	14	-	6	19	29
Weighted Base	89*	89*	21**	89*	89*	21**	1**	4**	1**	11**	-**	5**	18**	26**
Cannot tell by the light where the windows are	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Cannot see the shapes of furniture in the room	1	1	-	1	1	-	-	-	-	-	-	1	-	-
	1%	*1%*	-	*1%*	*1%*	-	-	-	-	-	-	*21%*	-	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	*100%*	-	-
Cannot see well enough to recognise a friend if close to his or her face	2	2	2	2	2	2	1	-	-	1	-	2	-	-
	2%	*2%*	*8%*	*2%*	*2%*	*8%*	*100%*	-	-	*7%*	-	*31%*	-	-
		100%	*100%*	*100%*	*100%*	*100%*	*49%*	-	-	*51%*	-	*100%*	-	-
Cannot see well enough to recognise a friend if he or she is at arms length	4	4	1	4	4	1	-	1	-	-	-	4	-	-
	4%	*4%*	*5%*	*4%*	*4%*	*5%*	-	*25%*	-	-	-	*69%*	-	-
		100%	*26%*	*100%*	*100%*	*26%*	-	*26%*	-	-	-	*100%*	-	-
Cannot see well enough to read a newspaper headline	12	12	3	12	12	3	1	2	-	-	-	1	11	-
	14%	*14%*	*13%*	*14%*	*14%*	*13%*	*100%*	*49%*	-	-	-	*15%*	*65%*	-
		100%	*22%*	*100%*	*100%*	*22%*	*7%*	*15%*	-	-	-	*7%*	*93%*	-
Cannot see well enough to read a large print book	5	5	2	5	5	2	1	1	-	-	-	1	4	-
	6%	*6%*	*8%*	*6%*	*6%*	*8%*	*100%*	*25%*	-	-	-	*15%*	*25%*	-
		100%	*33%*	*100%*	*100%*	*33%*	*15%*	*18%*	-	-	-	*15%*	*85%*	-
Cannot see well enough to recognise a friend across a room	9	9	4	9	9	4	1	3	-	1	-	2	7	-
	11%	*11%*	*20%*	*11%*	*11%*	*20%*	*100%*	*73%*	-	*5%*	-	*46%*	*40%*	-
		100%	*44%*	*100%*	*100%*	*44%*	*9%*	*30%*	-	*6%*	-	*26%*	*74%*	-
Cannot see well enough to recognise a friend across a road	19	19	5	19	19	5	1	2	-	2	-	3	5	10
	21%	*21%*	*23%*	*21%*	*21%*	*23%*	*100%*	*49%*	-	*19%*	-	*62%*	*30%*	*39%*
		100%	*26%*	*100%*	*100%*	*26%*	*4%*	*10%*	-	*11%*	-	*18%*	*28%*	*55%*
Have difficulty seeing ordinary newspaper print	28	28	5	28	28	5	1	2	-	3	-	2	9	17
	32%	*32%*	*26%*	*32%*	*32%*	*26%*	*100%*	*49%*	-	*24%*	-	*46%*	*50%*	*64%*
		100%	*20%*	*100%*	*100%*	*20%*	*3%*	*7%*	-	*10%*	-	*9%*	*31%*	*60%*

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		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	97	97	25	97	97	25	1	5	1	14	-	6	19	29
Weighted Base	89*	89*	21**	89*	89*	21**	1**	4**	1**	11**	-**	5**	18**	26**
Have difficulty seeing on the remote control	6	6	1	6	6	1	-	1	-	1	-	1	1	4
	7%	*7%*	*7%*	*7%*	*7%*	*7%*	-	*25%*	-	*5%*	-	*13%*	*8%*	*15%*
		100%	*24%*	*100%*	*100%*	*24%*	-	*15%*	-	*8%*	-	*11%*	*24%*	*65%*
Have difficulty seeing the picture on the TV screen	9	9	2	9	9	2	1	1	-	-	-	2	3	4
	10%	*10%*	*8%*	*10%*	*10%*	*8%*	*100%*	*25%*	-	-	-	*46%*	*15%*	*14%*
		100%	*20%*	*100%*	*100%*	*20%*	*9%*	*11%*	-	-	-	*28%*	*29%*	*42%*
Have difficulty seeing subtitles on screen	19	19	5	19	19	5	1	2	-	2	-	2	9	7
	21%	*21%*	*22%*	*21%*	*21%*	*22%*	*100%*	*49%*	-	*16%*	-	*46%*	*54%*	*25%*
		100%	*25%*	*100%*	*100%*	*25%*	*4%*	*10%*	-	*10%*	-	*13%*	*51%*	*36%*
Have colour blindness	1	1	1	1	1	1	-	1	-	-	-	-	-	1
	1%	*1%*	*3%*	*1%*	*1%*	*3%*	-	*15%*	-	-	-	-	-	*2%*
		100%	*100%*	*100%*	*100%*	*100%*	-	*100%*	-	-	-	-	-	*100%*
SUMMARY CODES														
PROFOUND VISUAL IMPAIRMENT	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SEVERE VISUAL IMPAIRMENT	5	5	3	5	5	3	1	1	-	1	-	5	-	-
	6%	*6%*	*12%*	*6%*	*6%*	*12%*	*100%*	*25%*	-	*7%*	-	*100%*	-	-
		100%	*49%*	*100%*	*100%*	*49%*	*15%*	*18%*	-	*16%*	-	*100%*	-	-
MODERATE VISUAL IMPAIRMENT	18	18	2	18	18	2	-	2	-	1	-	-	18	-
	20%	*20%*	*11%*	*20%*	*20%*	*11%*	-	*49%*	-	*5%*	-	-	*100%*	-
		100%	*14%*	*100%*	*100%*	*14%*	-	*11%*	-	*3%*	-	-	*100%*	-
MILD VISUAL IMPAIRMENT	26	26	5	26	26	5	-	1	-	4	-	-	-	26
	30%	*30%*	*22%*	*30%*	*30%*	*22%*	-	*15%*	-	*36%*	-	-	-	*100%*
		100%	*18%*	*100%*	*100%*	*18%*	-	*2%*	-	*16%*	-	-	-	*100%*
None	32	32	8	32	32	8	-	*	-	5	-	-	-	-
	37%	*37%*	*37%*	*37%*	*37%*	*37%*	-	*11%*	-	*40%*	-	-	-	-
		100%	*24%*	*100%*	*100%*	*24%*	-	*1%*	-	*14%*	-	-	-	-

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Base: All with a visual impairment

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	97	97	25	97	97	25	1	5	1	14	-	6	19	29
Weighted Base	89*	89*	21**	89*	89*	21**	1**	4**	1**	11**	-**	5**	18**	26**
Don't know	7	7	4	7	7	4	-	-	1	1	-	-	-	-
	8%	*8%*	*17%*	*8%*	*8%*	*17%*	-	-	*100%*	*12%*	-	-	-	-
		100%	*55%*	*100%*	*100%*	*55%*	-	-	*21%*	*20%*	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these.
Please imagine you are in a room with good lighting.
Base: All with a visual impairment

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	97	21	25	38	40	1	1	13	15
Weighted Base	89*	18**	24**	39**	40**	2**	1**	12**	15**
Cannot tell by the light where the windows are	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Cannot see the shapes of furniture in the room	1	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Cannot see well enough to recognise a friend if close to his or her face	2	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Cannot see well enough to recognise a friend if he or she is at arms length	4	-	-	1	1	-	-	1	1
	4%	-	-	*2%*	*2%*	-	-	*8%*	*7%*
		-	-	*26%*	*26%*	-	-	*26%*	*26%*
Cannot see well enough to read a newspaper headline	12	*	*	2	3	-	-	2	2
	14%	*3%*	*1%*	*6%*	*7%*	-	-	*17%*	*14%*
		4%	*3%*	*19%*	*23%*	-	-	*16%*	*16%*
Cannot see well enough to read a large print book	5	-	-	-	-	-	-	-	-
	6%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Cannot see well enough to recognise a friend across a room	9	2	2	3	3	2	1	1	4
	11%	*10%*	*7%*	*7%*	*8%*	*100%*	*100%*	*8%*	*27%*
		19%	*18%*	*28%*	*33%*	*17%*	*14%*	*10%*	*42%*
Cannot see well enough to recognise a friend across a road	19	5	2	9	9	2	1	3	6
	21%	*30%*	*10%*	*23%*	*24%*	*100%*	*100%*	*22%*	*38%*
		29%	*12%*	*47%*	*50%*	*9%*	*7%*	*14%*	*30%*
Have difficulty seeing ordinary newspaper print	28	3	3	9	9	-	-	5	5
	32%	*14%*	*13%*	*23%*	*23%*	-	-	*45%*	*36%*
		9%	*11%*	*32%*	*32%*	-	-	*19%*	*19%*
Have difficulty seeing on the remote control	6	1	1	1	1	-	-	1	1
	7%	*3%*	*2%*	*2%*	*2%*	-	-	*7%*	*6%*
		8%	*8%*	*13%*	*13%*	-	-	*13%*	*13%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these.
Please imagine you are in a room with good lighting.
Base: All with a visual impairment

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	97	21	25	38	40	1	1	13	15
Weighted Base	89*	18**	24**	39**	40**	2**	1**	12**	15**
Have difficulty seeing the picture on the TV screen	9	1	1	4	4	-	1	3	5
	10%	*8%*	*6%*	*9%*	*9%*	-	*100%*	*27%*	*31%*
		16%	*16%*	*42%*	*42%*	-	*16%*	*37%*	*52%*
Have difficulty seeing subtitles on screen	19	3	3	6	6	2	1	4	7
	21%	*17%*	*12%*	*16%*	*16%*	*100%*	*100%*	*36%*	*49%*
		16%	*16%*	*34%*	*34%*	*9%*	*7%*	*23%*	*39%*
Have colour blindness	1	1	1	1	1	-	-	-	-
	1%	*3%*	*2%*	*2%*	*1%*	-	-	-	-
		100%	*100%*	*100%*	*100%*	-	-	-	-
SUMMARY CODES									
PROFOUND VISUAL IMPAIRMENT	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SEVERE VISUAL IMPAIRMENT	5	-	-	1	1	-	-	1	1
	6%	-	-	*2%*	*2%*	-	-	*8%*	*7%*
		-	-	*18%*	*18%*	-	-	*18%*	*18%*
MODERATE VISUAL IMPAIRMENT	18	2	2	4	4	2	1	2	5
	20%	*10%*	*7%*	*10%*	*10%*	*100%*	*100%*	*17%*	*34%*
		10%	*10%*	*21%*	*24%*	*9%*	*8%*	*11%*	*28%*
MILD VISUAL IMPAIRMENT	26	5	4	12	12	-	-	4	4
	30%	*30%*	*18%*	*32%*	*31%*	-	-	*37%*	*29%*
		20%	*16%*	*47%*	*47%*	-	-	*17%*	*17%*
None	32	10	16	18	19	-	-	3	3
	37%	*55%*	*66%*	*47%*	*47%*	-	-	*26%*	*21%*
		31%	*50%*	*56%*	*58%*	-	-	*9%*	*9%*
Don't know	7	1	2	4	4	-	-	1	1
	8%	*5%*	*9%*	*9%*	*9%*	-	-	*12%*	*9%*
		13%	*32%*	*53%*	*53%*	-	-	*21%*	*21%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these. Please imagine you are in a room with good lighting.
Base: All with a visual impairment

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	97	29	12	28	13	34	14	25	13	21	14	30	14
Weighted Base	89*	30**	11**	28**	12**	33**	12**	26**	12**	22**	12**	31**	11**
Cannot tell by the light where the windows are	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Cannot see the shapes of furniture in the room	1	-	-	-	-	-	1	-	-	-	-	-	-
	1%	-	-	-	-	-	*10%*	-	-	-	-	-	-
		-	-	-	-	-	*100%*	-	-	-	-	-	-
Cannot see well enough to recognise a friend if close to his or her face	2	1	-	1	-	-	-	1	-	-	-	1	-
	2%	*3%*	-	*3%*	-	-	-	*3%*	-	-	-	*3%*	-
		49%	-	*49%*	-	-	-	*49%*	-	-	-	*49%*	-
Cannot see well enough to recognise a friend if he or she is at arms length	4	1	-	1	-	1	1	1	-	1	-	1	-
	4%	*3%*	-	*3%*	-	*3%*	*10%*	*4%*	-	*4%*	-	*3%*	-
		26%	-	*26%*	-	*26%*	*30%*	*26%*	-	*26%*	-	*26%*	-
Cannot see well enough to read a newspaper headline	12	4	3	6	1	7	1	4	2	3	1	5	1
	14%	*14%*	*27%*	*20%*	*6%*	*21%*	*6%*	*14%*	*14%*	*13%*	*6%*	*15%*	*6%*
		35%	*23%*	*46%*	*6%*	*56%*	*6%*	*30%*	*14%*	*24%*	*6%*	*38%*	*6%*
Cannot see well enough to read a large print book	5	1	2	2	-	2	1	1	1	-	-	2	-
	6%	*3%*	*20%*	*6%*	-	*7%*	*9%*	*3%*	*8%*	-	-	*6%*	-
		15%	*41%*	*33%*	-	*41%*	*19%*	*15%*	*18%*	-	-	*33%*	-
Cannot see well enough to recognise a friend across a room	9	2	2	3	1	3	-	3	2	1	1	3	-
	11%	*6%*	*22%*	*11%*	*11%*	*10%*	-	*13%*	*20%*	*4%*	*11%*	*9%*	-
		19%	*25%*	*32%*	*14%*	*34%*	-	*36%*	*25%*	*10%*	*14%*	*29%*	-
Cannot see well enough to recognise a friend across a road	19	6	2	5	1	5	1	6	3	4	2	7	2
	21%	*20%*	*22%*	*20%*	*11%*	*15%*	*11%*	*24%*	*27%*	*17%*	*18%*	*22%*	*19%*
		33%	*12%*	*29%*	*7%*	*27%*	*7%*	*33%*	*17%*	*20%*	*12%*	*36%*	*11%*
Have difficulty seeing ordinary newspaper print	28	13	2	12	-	13	3	11	2	10	1	12	3
	32%	*42%*	*20%*	*44%*	-	*40%*	*29%*	*43%*	*15%*	*45%*	*7%*	*38%*	*29%*
		45%	*8%*	*43%*	-	*46%*	*12%*	*39%*	*6%*	*35%*	*3%*	*42%*	*12%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these.
Please imagine you are in a room with good lighting.
Base: All with a visual impairment

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	97	29	12	28	13	34	14	25	13	21	14	30	14
Weighted Base	89*	30**	11**	28**	12**	33**	12**	26**	12**	22**	12**	31**	11**
Have difficulty seeing on the remote control	6	1	1	2	-	2	1	1	1	1	-	2	1
	7%	*4%*	*9%*	*9%*	-	*7%*	*5%*	*4%*	*8%*	*7%*	-	*6%*	*5%*
		20%	*15%*	*39%*	-	*35%*	*9%*	*15%*	*15%*	*24%*	-	*30%*	*9%*
Have difficulty seeing the picture on the TV screen	9	3	3	3	1	4	1	3	2	3	1	4	1
	10%	*9%*	*24%*	*10%*	*11%*	*12%*	*4%*	*10%*	*20%*	*12%*	*11%*	*14%*	*5%*
		31%	*29%*	*31%*	*16%*	*44%*	*6%*	*31%*	*26%*	*31%*	*16%*	*51%*	*6%*
Have difficulty seeing subtitles on screen	19	5	4	6	1	7	1	6	3	4	1	7	1
	21%	*17%*	*33%*	*21%*	*11%*	*22%*	*11%*	*25%*	*28%*	*18%*	*11%*	*24%*	*12%*
		27%	*19%*	*31%*	*7%*	*38%*	*7%*	*34%*	*18%*	*21%*	*7%*	*40%*	*7%*
Have colour blindness	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
PROFOUND VISUAL IMPAIRMENT	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SEVERE VISUAL IMPAIRMENT	5	2	-	2	-	1	1	2	-	1	-	2	-
	6%	*6%*	-	*6%*	-	*3%*	*10%*	*7%*	-	*4%*	-	*6%*	-
		33%	-	*33%*	-	*18%*	*21%*	*33%*	-	*18%*	-	*33%*	-
MODERATE VISUAL IMPAIRMENT	18	3	4	5	2	7	2	5	3	3	2	4	1
	20%	*12%*	*39%*	*17%*	*17%*	*21%*	*15%*	*18%*	*26%*	*13%*	*17%*	*12%*	*6%*
		20%	*24%*	*27%*	*12%*	*39%*	*10%*	*26%*	*17%*	*17%*	*12%*	*22%*	*4%*
MILD VISUAL IMPAIRMENT	26	10	-	8	-	8	2	7	2	8	1	10	3
	30%	*33%*	-	*28%*	-	*25%*	*21%*	*28%*	*15%*	*35%*	*7%*	*32%*	*29%*
		37%	-	*30%*	-	*31%*	*9%*	*28%*	*7%*	*29%*	*3%*	*38%*	*12%*
None	32	13	6	11	8	13	5	11	6	9	7	12	6
	37%	*42%*	*52%*	*40%*	*63%*	*40%*	*47%*	*44%*	*51%*	*43%*	*58%*	*38%*	*57%*
		39%	*17%*	*35%*	*23%*	*40%*	*17%*	*35%*	*19%*	*29%*	*22%*	*37%*	*20%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
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Access services research

Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these.
Please imagine you are in a room with good lighting.
Base: All with a visual impairment

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availabilit y of audio description (a)	Any not satisfied with availabilit y of audio description (b)	Any satisfied with availabilit y of Signing (c)	Any not satisfied with availabilit y of Signing (d)	Any satisfied with availabilit y of Subtitles (e)	Any not satisfied with availabilit y of Subtitles (f)	Any satisfied with availabilit y of audio description (g)	Any not satisfied with availabilit y of audio description (h)	Any satisfied with availabilit y of Signing (i)	Any not satisfied with availabilit y of Signing (j)	Any satisfied with availabilit y of Subtitles (k)	Any not satisfied with availabilit y of Subtitles (l)
Unweighted Base	97	29	12	28	13	34	14	25	13	21	14	30	14
Weighted Base	89*	30**	11**	28**	12**	33**	12**	26**	12**	22**	12**	31**	11**
Don't know	7	2	1	2	2	4	1	1	1	1	2	4	1
	8%	*7%*	*9%*	*8%*	*19%*	*11%*	*8%*	*3%*	*8%*	*4%*	*19%*	*11%*	*8%*
		33%	*14%*	*33%*	*34%*	*53%*	*14%*	*13%*	*14%*	*13%*	*34%*	*53%*	*14%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these. Please imagine you are in a room with good lighting.
Base: All Adults 16+ in UK

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2302	1094	1208	710	970	622	1088	1214	1828	474	1786	181	198	137
Weighted Base	2302	1118	1184	762	1094	446	1170	1132	1870	432	1939	196	115	52
Cannot tell by the light where the windows are	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Cannot see the shapes of furniture in the room	1	-	1	1	-	-	-	1	-	1	1	-	-	-
	*	-	*	*	-	-	-	*	-	*	*	-	-	-
		-	*100%*	*100%*	-	-	-	*100%*	-	100%h	*100%*	-	-	-
Cannot see well enough to recognise a friend if close to his or her face	2	1	1	-	-	2	-	2	1	1	2	-	-	-
	*	*	*	-	-	*	-	*	*	*	*	-	-	-
		49%	*51%*	-	-	100%d	-	*100%*	*49%*	*51%*	*100%*	-	-	-
Cannot see well enough to recognise a friend if he or she is at arms length	4	-	4	1	-	3	1	3	3	1	4	-	-	-
	*	-	*	*	-	*1%*	*	*	*	*	*	-	-	-
		-	*100%*	*30%*	-	70%d	*19%*	*81%*	*70%*	*30%*	*100%*	-	-	-
Cannot see well enough to read a newspaper headline	12	4	9	2	6	4	6	6	8	4	7	4	1	-
	1%	*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*	*2%*	*1%*	-
		29%	*71%*	*16%*	*48%*	*36%*	*47%*	*53%*	*65%*	*35%*	*60%*	30%j	*11%*	-
Cannot see well enough to read a large print book	5	3	2	-	2	3	2	3	5	-	5	-	1	-
	*	*	*	-	*	*1%*	*	*	*	-	*	-	*	-
		53%	*47%*	-	*41%*	59%c	*41%*	*59%*	*100%*	-	*90%*	-	*10%*	-
Cannot see well enough to recognise a friend across a room	9	4	5	2	3	5	5	5	9	*	9	-	1	-
	*	*	*	*	*	*1%*	*	*	*	*	*	-	*1%*	-
		44%	*56%*	*17%*	*34%*	48%c	*48%*	*52%*	*95%*	*5%*	*92%*	-	*8%*	-
Cannot see well enough to recognise a friend across a road	19	5	14	4	8	6	6	13	15	4	16	1	1	*
	1%	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
		26%	*74%*	*23%*	*43%*	*34%*	*29%*	*71%*	*79%*	*21%*	*84%*	*7%*	*8%*	*2%*
Have difficulty seeing ordinary newspaper print	28	10	18	5	11	12	11	17	22	6	21	5	2	-
	1%	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	-
		35%	*65%*	*19%*	*38%*	43%cd	*41%*	*59%*	*79%*	*21%*	*75%*	*16%*	*9%*	-
Have difficulty seeing on the remote control	6	1	5	-	2	4	3	3	5	1	4	1	1	*
	*	*	*	-	*	*1%*	*	*	*	*	*	*	*1%*	*1%*
		20%	*80%*	-	*39%*	61%c	*48%*	*52%*	*78%*	*22%*	*67%*	*11%*	*17%*	*5%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base**

Access services research

Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these. Please imagine you are in a room with good lighting.
Base: All Adults 16+ in UK

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2302	1094	1208	710	970	622	1088	1214	1828	474	1786	181	198	137
Weighted Base	2302	1118	1184	762	1094	446	1170	1132	1870	432	1939	196	115	52
Have difficulty seeing the picture on the TV screen	9	4	5	1	4	4	5	4	7	1	8	-	1	-
	*	*	*	*	*	1%	*	*	*	*	*	-	*	-
		44%	56%	9%	51%	40%c	52%	48%	85%	15%	94%	-	6%	-
Have difficulty seeing subtitles on screen	19	8	10	5	7	7	10	9	16	3	14	3	1	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		45%	55%	27%	38%	35%	54%	46%	85%	15%	78%	15%	6%	2%
Have colour blindness	1	1	-	-	-	1	1	-	1	-	1	-	-	-
	*	*	-	-	-	*	*	-	*	-	*	-	-	-
		100%	-	-	-	100%	100%	-	100%	-	100%	-	-	-
SUMMARY CODES														
PROFOUND VISUAL IMPAIRMENT	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SEVERE VISUAL IMPAIRMENT	5	1	5	1	-	4	1	5	3	2	5	-	-	-
	*	*	*	*	-	1%	*	*	*	*	*	-	-	-
		15%	85%	21%	-	79%cd	13%	87%	64%	36%	100%	-	-	-
MODERATE VISUAL IMPAIRMENT	18	6	12	4	7	7	10	7	13	4	13	4	1	-
	1%	1%	1%	*	1%	2%	1%	1%	1%	1%	1%	2%	1%	-
		34%	66%	21%	41%	38%	58%	42%	75%	25%	72%	21%	7%	-
MILD VISUAL IMPAIRMENT	26	9	17	5	13	8	7	19	21	5	19	5	2	*
	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%	2%	1%
		36%	64%	20%	49%	31%	27%	73%f	79%	21%	73%	17%	8%	1%
None	32	11	22	3	16	13	14	19	28	4	27	2	2	1
	1%	1%	2%	*	1%	3%	1%	2%	2%	1%	1%	1%	2%	2%
		33%	67%	10%	49%	41%cd	43%	57%	87%	13%	85%	6%	6%	4%
Don't know	7	3	4	1	4	2	1	5	5	2	5	1	-	-
	*	*	*	*	*	*	*	*	*	1%	*	1%	-	-
		41%	59%	20%	53%	27%	20%	80%	67%	33%	79%	21%	-	-
Not asked	2213	1088	1125	747	1055	412	1136	1077	1799	414	1869	184	110	51
	96%	97%	95%	98%	96%	92%	97%	95%	96%	96%	96%	94%	95%	97%
		49%b	51%	34%e	48%e	19%	51%g	49%	81%	19%	84%	8%	5%	2%

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base**

Access services research

Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these. Please imagine you are in a room with good lighting.
Base: All Adults 16+ in UK

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	2302	558	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	2302	493	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Cannot tell by the light where the windows are	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Cannot see the shapes of furniture in the room	1	1	-	1	1	-	-	-	-	-	-	1	-	-
	*	*	-	1%	1%	-	-	-	-	-	-	21%	-	-
		100%	-	100%	100%	-	-	-	-	-	-	100%	-	-
Cannot see well enough to recognise a friend if close to his or her face	2	2	2	2	2	2	1	-	-	1	-	2	-	-
	*	*	2%	2%	1%	8%	70%	-	-	2%	-	31%	-	-
		100%	100%	100%	100%	100%	49%	-	-	51%	-	100%	-	-
Cannot see well enough to recognise a friend if he or she is at arms length	4	4	1	4	4	1	-	1	-	-	-	4	-	-
	*	1%	1%	4%	3%	5%	-	7%	-	-	-	69%	-	-
		100%	26%	100%a	100%	26%	-	26%	-	-	-	100%	-	-
Cannot see well enough to read a newspaper headline	12	12	3	12	12	3	1	2	-	-	-	1	11	-
	1%	2%	3%	14%	8%	13%	70%	13%	-	-	-	15%	65%	-
		100%	22%	100%ab	100%a	22%	7%	15%	-	-	-	7%	93%	-
Cannot see well enough to read a large print book	5	5	2	5	5	2	1	1	-	-	-	1	4	-
	*	1%	2%	6%	4%	8%	70%	6%	-	-	-	15%	25%	-
		100%	33%	100%a	100%a	33%	15%	18%	-	-	-	15%	85%	-
Cannot see well enough to recognise a friend across a room	9	9	4	9	9	4	1	3	-	1	-	2	7	-
	*	2%	5%	11%	6%	20%	70%	19%	-	1%	-	46%	40%	-
		100%	44%	100%a	100%a	44%	9%	30%	-	6%	-	26%	74%	-
Cannot see well enough to recognise a friend across a road	19	19	5	19	19	5	1	2	-	2	-	3	5	10
	1%	4%	6%	21%	13%	23%	70%	13%	-	5%	-	62%	30%	39%
		100%	26%	100%ab	100%a	26%	4%	10%	-	11%	-	18%	28%	55%
Have difficulty seeing ordinary newspaper print	28	28	5	28	28	5	1	2	-	3	-	2	9	17
	1%	6%	7%	32%	19%	26%	70%	13%	-	7%	-	46%	50%	64%
		100%	20%	100%abd	100%ab	20%	3%	7%	-	10%	-	9%	31%	60%

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these. Please imagine you are in a room with good lighting.
Base: All Adults 16+ in UK

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	2302	558	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	2302	493	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Have difficulty seeing on the remote control	6	6	1	6	6	1	-	1	-	1	-	1	1	4
	*	*1%*	*2%*	*7%*	*4%*	*7%*	-	*6%*	-	*1%*	-	*13%*	*8%*	*15%*
		100%	*24%*	100%a	100%a	*24%*	-	*15%*	-	*8%*	-	*11%*	*24%*	*65%*
Have difficulty seeing the picture on the TV screen	9	9	2	9	9	2	1	1	-	-	-	2	3	4
	*	*2%*	*2%*	*10%*	*6%*	*8%*	*70%*	*7%*	-	-	-	*46%*	*15%*	*14%*
		100%	*20%*	100%ab	100%a	*20%*	*9%*	*11%*	-	-	-	*28%*	*29%*	*42%*
Have difficulty seeing subtitles on screen	19	19	5	19	19	5	1	2	-	2	-	2	9	7
	1%	*4%*	*6%*	*21%*	*13%*	*22%*	*70%*	*13%*	-	*5%*	-	*46%*	*54%*	*25%*
		100%	*25%*	100%ab	100%a	*25%*	*4%*	*10%*	-	*10%*	-	*13%*	*51%*	*36%*
Have colour blindness	1	1	1	1	1	1	-	1	-	-	-	-	-	1
	*	*	*1%*	*1%*	*	*3%*	-	*4%*	-	-	-	-	-	*2%*
		100%	*100%*	*100%*	*100%*	*100%*	-	*100%*	-	-	-	-	-	*100%*
SUMMARY CODES														
PROFOUND VISUAL IMPAIRMENT	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SEVERE VISUAL IMPAIRMENT	5	5	3	5	5	3	1	1	-	1	-	5	-	-
	*	*1%*	*3%*	*6%*	*4%*	*12%*	*70%*	*7%*	-	*2%*	-	*100%*	-	-
		100%	*49%*	100%a	100%a	*49%*	*15%*	*18%*	-	*16%*	-	*100%*	-	-
MODERATE VISUAL IMPAIRMENT	18	18	2	18	18	2	-	2	-	1	-	-	18	-
	1%	*4%*	*3%*	*20%*	*12%*	*11%*	-	*13%*	-	*1%*	-	-	*100%*	-
		100%	*14%*	100%ab	100%ab	*14%*	-	*11%*	-	*3%*	-	-	*100%*	-
MILD VISUAL IMPAIRMENT	26	26	5	26	26	5	-	1	-	4	-	-	-	26
	1%	*5%*	*6%*	*30%*	*18%*	*22%*	-	*4%*	-	*10%*	-	-	-	*100%*
		100%	*18%*	100%abd	100%ab	*18%*	-	*2%*	-	*16%*	-	-	-	*100%*
None	32	32	8	32	32	8	-	*	-	5	-	-	-	-
	1%	*7%*	*10%*	*37%*	*22%*	*37%*	-	*3%*	-	*11%*	-	-	-	-
		100%	*24%*	100%abd	100%ab	*24%*	-	*1%*	-	*14%*	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these. Please imagine you are in a room with good lighting.
Base: All Adults 16+ in UK

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	2302	558	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	2302	493	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Don't know	7	7	4	7	7	4	-	-	1	1	-	-	-	-
	*	*1%*	*5%*	*8%*	*5%*	*17%*	-	-	*18%*	*3%*	-	-	-	-
		100%	55%a	100%a	100%a	*55%*	-	-	*21%*	*20%*	-	-	-	-
Not asked	2213	405	58	-	58	-	*	11	6	29	-	-	-	-
	96%	*82%*	*73%*	-	*40%*	-	*30%*	*74%*	*82%*	*72%*	-	-	-	-
		18%cd	3%cd	-	3%c	-	*	*	*	*1%*	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
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Access services research

Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these. Please imagine you are in a room with good lighting.
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	2302	563	685	872	986	22	24	183	190
Weighted Base	2302	562	672	851	969	29**	28**	189	198
Cannot tell by the light where the windows are	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Cannot see the shapes of furniture in the room	1	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Cannot see well enough to recognise a friend if close to his or her face	2	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Cannot see well enough to recognise a friend if he or she is at arms length	4	-	-	1	1	-	-	1	1
	*	-	-	*	*	-	-	1%	*
		-	-	26%	26%	-	-	26%	26%
Cannot see well enough to read a newspaper headline	12	*	*	2	3	-	-	2	2
	1%	*	*	*	*	-	-	1%	1%
		4%	3%	19%	23%	-	-	16%	16%
Cannot see well enough to read a large print book	5	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Cannot see well enough to recognise a friend across a room	9	2	2	3	3	2	1	1	4
	*	*	*	*	*	6%	5%	1%	2%
		19%	18%	28%	33%	17%	14%	10%	42%
Cannot see well enough to recognise a friend across a road	19	5	2	9	9	2	1	3	6
	1%	1%	*	1%	1%	6%	5%	1%	3%
		29%	12%	47%	50%	9%	7%	14%	30%
Have difficulty seeing ordinary newspaper print	28	3	3	9	9	-	-	5	5
	1%	*	*	1%	1%	-	-	3%	3%
		9%	11%	32%	32%	-	-	19%	19%
Have difficulty seeing on the remote control	6	1	1	1	1	-	-	1	1
	*	*	*	*	*	-	-	*	*
		8%	8%	13%	13%	-	-	13%	13%

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these. Please imagine you are in a room with good lighting.
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	2302	563	685	872	986	22	24	183	190
Weighted Base	2302	562	672	851	969	29**	28**	189	198
Have difficulty seeing the picture on the TV screen	9	1	1	4	4	-	1	3	5
	*	*	*	*	*	-	5%	2%	2%
		16%	16%	42%	42%	-	16%	37%	52%
Have difficulty seeing subtitles on screen	19	3	3	6	6	2	1	4	7
	1%	1%	*	1%	1%	6%	5%	2%	4%
		16%	16%	34%	34%	9%	7%	23%	39%
Have colour blindness	1	1	1	1	1	-	-	-	-
	*	*	*	*	*	-	-	-	-
		100%	100%	100%	100%	-	-	-	-
SUMMARY CODES									
PROFOUND VISUAL IMPAIRMENT	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SEVERE VISUAL IMPAIRMENT	5	-	-	1	1	-	-	1	1
	*	-	-	*	*	-	-	1%	*
		-	-	18%	18%	-	-	18%	18%
MODERATE VISUAL IMPAIRMENT	18	2	2	4	4	2	1	2	5
	1%	*	*	*	*	6%	5%	1%	3%
		10%	10%	21%	24%	9%	8%	11%	28%
MILD VISUAL IMPAIRMENT	26	5	4	12	12	-	-	4	4
	1%	1%	1%	1%	1%	-	-	2%	2%
		20%	16%	47%	47%	-	-	17%	17%
None	32	10	16	18	19	-	-	3	3
	1%	2%	2%	2%	2%	-	-	2%	2%
		31%	50%	56%	58%	-	-	9%	9%
Don't know	7	1	2	4	4	-	-	1	1
	*	*	*	*	*	-	-	1%	1%
		13%	32%	53%	53%	-	-	21%	21%
Not asked	2213	544	647	812	929	28	27	177	184
	96%	97%	96%	95%	96%	94%	95%	94%	93%
		25%	29%	37%	42%	1%	1%	8%	8%

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these. Please imagine you are in a room with good lighting.
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	2302	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	2302	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Cannot tell by the light where the windows are	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Cannot see the shapes of furniture in the room	1	-	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	-	*4%*	-	-	-	-	-	-
		-	-	-	-	-	*100%*	-	-	-	-	-	-
Cannot see well enough to recognise a friend if close to his or her face	2	1	-	1	-	-	-	1	-	-	-	1	-
	*	*1%*	-	*1%*	-	-	-	*1%*	-	-	-	*1%*	-
		49%	-	*49%*	-	-	-	*49%*	-	-	-	*49%*	-
Cannot see well enough to recognise a friend if he or she is at arms length	4	1	-	1	-	1	1	1	-	1	-	1	-
	*	*1%*	-	*1%*	-	*1%*	*4%*	*1%*	-	*1%*	-	*1%*	-
		26%	-	*26%*	-	*26%*	*30%*	*26%*	-	*26%*	-	*26%*	-
Cannot see well enough to read a newspaper headline	12	4	3	6	1	7	1	4	2	3	1	5	1
	1%	*4%*	*7%*	*6%*	*2%*	*4%*	*2%*	*4%*	*4%*	*3%*	*2%*	*3%*	*3%*
		35%	*23%*	*46%*	*6%*	*56%*	*6%*	*30%*	*14%*	*24%*	*6%*	*38%*	*6%*
Cannot see well enough to read a large print book	5	1	2	2	-	2	1	1	1	-	-	2	-
	*	*1%*	*5%*	*2%*	-	*1%*	*3%*	*1%*	*2%*	-	-	*1%*	-
		15%	*41%*	*33%*	-	*41%*	*19%*	*15%*	*18%*	-	-	*33%*	-
Cannot see well enough to recognise a friend across a room	9	2	2	3	1	3	-	3	2	1	1	3	-
	*	*2%*	*5%*	*3%*	*3%*	*2%*	-	*4%*	*6%*	*1%*	*3%*	*2%*	-
		19%	*25%*	*32%*	*14%*	*34%*	-	*36%*	*25%*	*10%*	*14%*	*29%*	-
Cannot see well enough to recognise a friend across a road	19	6	2	5	1	5	1	6	3	4	2	7	2
	1%	*6%*	*5%*	*6%*	*3%*	*3%*	*5%*	*7%*	*8%*	*4%*	*5%*	*5%*	*9%*
		33%	*12%*	*29%*	*7%*	*27%*	*7%*	*33%*	*17%*	*20%*	*12%*	*36%*	*11%*
Have difficulty seeing ordinary newspaper print	28	13	2	12	-	13	3	11	2	10	1	12	3
	1%	*13%*	*5%*	*13%*	-	*7%*	*12%*	*12%*	*4%*	*11%*	*2%*	*8%*	*13%*
		45%d	*8%*	43%d	-	*46%*	*12%*	*39%*	*6%*	*35%*	*3%*	*42%*	*12%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these. Please imagine you are in a room with good lighting.
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	2302	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	2302	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Have difficulty seeing on the remote control	6	1	1	2	-	2	1	1	1	1	-	2	1
	*	*1%*	*2%*	*3%*	-	*1%*	*2%*	*1%*	*2%*	*2%*	-	*1%*	*2%*
		20%	*15%*	*39%*	-	*35%*	*9%*	*15%*	*15%*	*24%*	-	*30%*	*9%*
Have difficulty seeing the picture on the TV screen	9	3	3	3	1	4	1	3	2	3	1	4	1
	*	*3%*	*6%*	*3%*	*3%*	*2%*	*2%*	*3%*	*6%*	*3%*	*3%*	*3%*	*2%*
		31%	*29%*	*31%*	*16%*	*44%*	*6%*	*31%*	*26%*	*31%*	*16%*	*51%*	*6%*
Have difficulty seeing subtitles on screen	19	5	4	6	1	7	1	6	3	4	1	7	1
	1%	*5%*	*8%*	*6%*	*3%*	*4%*	*5%*	*7%*	*8%*	*4%*	*3%*	*5%*	*5%*
		27%	*19%*	*31%*	*7%*	*38%*	*7%*	*34%*	*18%*	*21%*	*7%*	*40%*	*7%*
Have colour blindness	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
PROFOUND VISUAL IMPAIRMENT	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SEVERE VISUAL IMPAIRMENT	5	2	-	2	-	1	1	2	-	1	-	2	-
	*	*2%*	-	*2%*	-	*1%*	*4%*	*2%*	-	*1%*	-	*1%*	-
		33%	-	*33%*	-	*18%*	*21%*	*33%*	-	*18%*	-	*33%*	-
MODERATE VISUAL IMPAIRMENT	18	3	4	5	2	7	2	5	3	3	2	4	1
	1%	*4%*	*10%*	*5%*	*4%*	*4%*	*6%*	*5%*	*8%*	*3%*	*5%*	*3%*	*3%*
		20%	*24%*	*27%*	*12%*	*39%*	*10%*	*26%*	*17%*	*17%*	*12%*	*22%*	*4%*
MILD VISUAL IMPAIRMENT	26	10	-	8	-	8	2	7	2	8	1	10	3
	1%	*10%*	-	*8%*	-	*5%*	*8%*	*8%*	*4%*	*8%*	*2%*	*7%*	*13%*
		37%bd	-	*30%*	-	*31%*	*9%*	*28%*	*7%*	*29%*	*3%*	*38%*	*12%*
None	32	13	6	11	8	13	5	11	6	9	7	12	6
	1%	*13%*	*13%*	*12%*	*16%*	*7%*	*18%*	*13%*	*15%*	*10%*	*17%*	*8%*	*27%*
		39%	*17%*	*35%*	*23%*	*40%*	*17%*	*35%*	*19%*	*29%*	*22%*	*37%*	*20%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
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Q.3 Which of these best describes your sight? If you normally wear glasses or contact lenses, please answer thinking about your sight when using these. Please imagine you are in a room with good lighting.
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availabilit y of audio description (a)	Any not satisfied with availabilit y of audio description (b)	Any satisfied with availabilit y of Signing (c)	Any not satisfied with availabilit y of Signing (d)	Any satisfied with availabilit y of Subtitles (e)	Any not satisfied with availabilit y of Subtitles (f)	Any satisfied with availabilit y of audio description (g)	Any not satisfied with availabilit y of audio description (h)	Any satisfied with availabilit y of Signing (i)	Any not satisfied with availabilit y of Signing (j)	Any satisfied with availabilit y of Subtitles (k)	Any not satisfied with availabilit y of Subtitles (l)
Unweighted Base	2302	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	2302	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Don't know	7	2	1	2	2	4	1	1	1	1	2	4	1
	*	*2%*	*2%*	*2%*	*5%*	*2%*	*3%*	*1%*	*2%*	*1%*	*5%*	*2%*	*4%*
		33%	*14%*	*33%*	*34%*	*53%*	*14%*	*13%*	*14%*	*13%*	*34%*	*53%*	*14%*
Not asked	2213	69	32	69	34	143	18	63	28	69	30	118	13
	96%	*70%*	*75%*	*71%*	*74%*	*81%*	*61%*	*71%*	*71%*	*76%*	*71%*	*79%*	*53%*
		3%	*1%*	*3%*	*2%*	6%a	*1%*	*3%*	*1%*	*3%*	*1%*	*5%*	*1%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.4 Earlier we asked you about TV services in your household. Thinking of those services, which is the main service you personally use nowadays for watching/listening to TV at home at the scheduled time it is broadcast?
Base: All Adults 16+ in UK

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2302	1094	1208	710	970	622	1088	1214	1828	474	1786	181	198	137
Weighted Base	2302	1118	1184	762	1094	446	1170	1132	1870	432	1939	196	115	52
Sky - Digital Satellite TV for a monthly subscription	675	341	334	225	352	98	366	309	545	130	543	68	38	26
	29%	*31%*	*28%*	*29%*	*32%*	*22%*	*31%*	*27%*	*29%*	*30%*	*28%*	*35%*	*33%*	*49%*
		51%	*49%*	33%e	52%e	*15%*	54%g	*46%*	*81%*	*19%*	*80%*	*10%*	*6%*	4%jkl
Freeview (excluding Freeview Play)	603	285	318	157	265	181	309	295	469	134	504	40	43	16
	26%	*25%*	*27%*	*21%*	*24%*	*41%*	*26%*	*26%*	*25%*	*31%*	*26%*	*21%*	*37%*	*30%*
		47%	*53%*	*26%*	*44%*	30%cd	*51%*	*49%*	*78%*	22%h	*84%*	*7%*	7%jk	*3%*
Virgin Media through cable	275	123	152	93	150	32	128	147	217	58	247	16	9	3
	12%	*11%*	*13%*	*12%*	*14%*	*7%*	*11%*	*13%*	*12%*	*13%*	*13%*	*8%*	*7%*	*7%*
		45%	*55%*	34%e	55%e	*12%*	*47%*	*53%*	*79%*	*21%*	90%lm	*6%*	*3%*	*1%*
BT TV (formerly BT Vision)	89	51	38	31	44	14	56	34	64	25	74	12	2	1
	4%	*5%*	*3%*	*4%*	*4%*	*3%*	*5%*	*3%*	*3%*	*6%*	*4%*	*6%*	*2%*	*2%*
		57%	*43%*	*35%*	*49%*	*15%*	62%g	*38%*	*72%*	28%h	*83%*	*14%*	*3%*	*1%*
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	63	34	29	14	32	16	31	31	51	12	57	3	3	-
	3%	*3%*	*2%*	*2%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	-
		54%	*46%*	*23%*	*51%*	*26%*	*50%*	*50%*	*81%*	*19%*	*91%*	*5%*	*4%*	-
Talk Talk TV	45	14	31	15	23	6	18	26	42	3	40	1	2	2
	2%	*1%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*3%*
		31%	69%a	*33%*	*52%*	*14%*	*41%*	*59%*	94%i	*6%*	*90%*	*2%*	*4%*	*3%*
Freeview Play	27	12	15	6	12	9	11	16	22	5	16	9	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*5%*	-	*3%*
		46%	*54%*	*21%*	*45%*	35%c	*42%*	*58%*	*82%*	*18%*	*60%*	34%jl	-	6%jl
Satellite TV from someone other than Sky	17	9	9	10	7	1	11	6	16	1	17	-	-	*
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	-	-	*1%*
		49%	*51%*	57%e	*40%*	*3%*	*66%*	*34%*	*94%*	*6%*	*98%*	-	-	*2%*
YouView set top box	7	5	3	2	5	1	4	4	7	*	7	-	-	1
	*	*	*	*	*	*	*	*	*	*	*	-	-	*2%*
		63%	*37%*	*28%*	*65%*	*7%*	*48%*	*52%*	*93%*	*7%*	*89%*	-	-	11%jk
Other	32	9	23	12	16	4	15	17	29	3	28	-	3	1
	1%	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	-	*3%*	*2%*
		30%	70%a	*39%*	*49%*	*12%*	*48%*	*52%*	*91%*	*9%*	*87%*	-	10%k	3%k

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Access services research

Q.4 Earlier we asked you about TV services in your household. Thinking of those services, which is the main service you personally use nowadays for watching/listening to TV at home at the scheduled time it is broadcast?
Base: All Adults 16+ in UK

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2302	1094	1208	710	970	622	1088	1214	1828	474	1786	181	198	137
Weighted Base	2302	1118	1184	762	1094	446	1170	1132	1870	432	1939	196	115	52
SUMMARY CODES														
ANY FREEVIEW	630	297	333	163	277	190	320	311	492	139	521	49	43	17
	27%	*27%*	*28%*	*21%*	*25%*	*43%*	*27%*	*27%*	*26%*	*32%*	*27%*	*25%*	*37%*	*33%*
		47%	*53%*	*26%*	*44%*	30%cd	*51%*	*49%*	*78%*	22%h	*83%*	*8%*	7%jk	*3%*
ANY PAID	1109	542	567	376	582	152	583	526	891	218	928	98	50	33
	48%	*49%*	*48%*	*49%*	*53%*	*34%*	*50%*	*46%*	*48%*	*50%*	*48%*	*50%*	*44%*	*62%*
		49%	*51%*	34%e	52%e	*14%*	*53%*	*47%*	*80%*	*20%*	*84%*	*9%*	*5%*	3%jkl
None	437	220	217	182	179	77	207	230	379	58	380	43	14	1
	19%	*20%*	*18%*	*24%*	*16%*	*17%*	*18%*	*20%*	*20%*	*13%*	*20%*	*22%*	*12%*	*3%*
		50%	*50%*	42%de	*41%*	*18%*	*47%*	*53%*	87%i	*13%*	87%lm	10%lm	3%m	*
Don't know	31	15	16	15	8	7	13	18	28	3	25	3	2	-
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	-
		48%	*52%*	50%d	*27%*	*23%*	*43%*	*57%*	*90%*	*10%*	*82%*	*10%*	*8%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base**

Access services research

Q.4 Earlier we asked you about TV services in your household. Thinking of those services, which is the main service you personally use nowadays for watching/listening to TV at home at the scheduled time it is broadcast?
Base: All Adults 16+ in UK

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	2302	558	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	2302	493	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Sky - Digital Satellite TV for a monthly subscription	675	145	23	26	46	3	-	1	3	13	-	1	8	5
	29%	*29%*	*29%*	*29%*	*31%*	*14%*	-	*9%*	*37%*	*34%*	-	*21%*	*46%*	*21%*
		21%	*3%*	*4%*	*7%*	*	-	*	*	*2%*	-	*	*1%*	*1%*
Freeview (excluding Freeview Play)	603	160	31	24	45	10	1	6	3	16	-	3	6	5
	26%	*33%*	*40%*	*27%*	*31%*	*48%*	*100%*	*41%*	*38%*	*41%*	-	*61%*	*34%*	*19%*
		27%	*5%*	*4%*	*7%*	*2%*	*	*1%*	*1%*	*3%*	-	*1%*	*1%*	*1%*
Virgin Media through cable	275	54	6	14	17	3	-	1	-	3	-	-	-	6
	12%	*11%*	*8%*	*16%*	*11%*	*16%*	-	*6%*	-	*7%*	-	-	-	*23%*
		20%	*2%*	*5%*	*6%*	*1%*	-	*	-	*1%*	-	-	-	*2%*
BT TV (formerly BT Vision)	89	20	6	3	9	-	-	2	-	3	-	-	1	1
	4%	*4%*	*7%*	*3%*	*6%*	-	-	*13%*	-	*8%*	-	-	*5%*	*4%*
		23%	*6%*	*3%*	*10%*	-	-	*2%*	-	*4%*	-	-	*1%*	*1%*
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	63	17	1	1	2	-	-	1	-	-	-	-	-	1
	3%	*3%*	*1%*	*1%*	*1%*	-	-	*6%*	-	-	-	-	-	*5%*
		27%	*1%*	*2%*	*3%*	-	-	*1%*	-	-	-	-	-	*2%*
Talk Talk TV	45	14	1	2	3	-	-	-	-	1	-	-	-	-
	2%	*3%*	*1%*	*2%*	*2%*	-	-	-	-	*3%*	-	-	-	-
		31%	*2%*	*3%*	*6%*	-	-	-	-	*2%*	-	-	-	-
Freeview Play	27	12	5	2	5	2	-	*	2	2	-	-	-	-
	1%	*2%*	*6%*	*3%*	*3%*	*9%*	-	*2%*	*24%*	*5%*	-	-	-	-
		45%	*18%*	*8%*	*19%*	*7%*	-	*1%*	*7%*	*8%*	-	-	-	-
Satellite TV from someone other than Sky	17	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
YouView set top box	7	3	-	-	-	-	-	-	-	-	-	-	-	-
	*	*1%*	-	-	-	-	-	-	-	-	-	-	-	-
		34%	-	-	-	-	-	-	-	-	-	-	-	-
Other	32	8	-	1	1	-	-	-	-	-	-	-	-	-
	1%	*2%*	-	*1%*	*1%*	-	-	-	-	-	-	-	-	-
		26%	-	*3%*	*3%*	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.4 Earlier we asked you about TV services in your household. Thinking of those services, which is the main service you personally use nowadays for watching/listening to TV at home at the scheduled time it is broadcast?
Base: All Adults 16+ in UK

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	2302	558	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	2302	493	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
SUMMARY CODES														
ANY FREEVIEW	630	173	36	26	50	12	1	6	5	19	-	3	6	5
	27%	*35%*	*46%*	*29%*	*34%*	*57%*	*100%*	*42%*	*63%*	*46%*	-	*61%*	*34%*	*19%*
		27%	6%c	*4%*	*8%*	*2%*	*	*1%*	*1%*	*3%*	-	*1%*	*1%*	*1%*
ANY PAID	1109	236	35	44	73	6	-	4	3	21	-	1	9	12
	48%	*48%*	*45%*	*50%*	*50%*	*30%*	-	*28%*	*37%*	*52%*	-	*21%*	*51%*	*47%*
		21%	*3%*	*4%*	*7%*	*1%*	-	*	*	*2%*	-	*	*1%*	*1%*
None	437	52	6	13	16	3	-	3	-	1	-	1	3	6
	19%	*11%*	*8%*	*15%*	*11%*	*14%*	-	*18%*	-	*2%*	-	*18%*	*15%*	*21%*
		12%	*1%*	*3%*	*4%*	*1%*	-	*1%*	-	*	-	*	*1%*	*1%*
Don't know	31	7	1	3	4	-	-	1	-	-	-	-	-	2
	1%	*1%*	*1%*	*3%*	*2%*	-	-	*6%*	-	-	-	-	-	*7%*
		23%	*3%*	*9%*	*12%*	-	-	*3%*	-	-	-	-	-	*6%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.4 Earlier we asked you about TV services in your household. Thinking of those services, which is the main service you personally use nowadays for watching/listening to TV at home at the scheduled time it is broadcast?
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	2302	563	685	872	986	22	24	183	190
Weighted Base	2302	562	672	851	969	29**	28**	189	198
Sky - Digital Satellite TV for a monthly subscription	675	196	224	279	324	10	11	54	59
	29%	*35%*	*33%*	*33%*	*33%*	*33%*	*38%*	*29%*	*30%*
		29%	*33%*	*41%*	*48%*	*1%*	*2%*	*8%*	*9%*
Freeview (excluding Freeview Play)	603	165	212	276	303	3	7	60	62
	26%	*29%*	*32%*	*32%*	*31%*	*9%*	*23%*	*32%*	*31%*
		27%	*35%*	*46%*	*50%*	*	*1%*	*10%*	*10%*
Virgin Media through cable	275	80	97	125	139	6	5	19	20
	12%	*14%*	*14%*	*15%*	*14%*	*19%*	*18%*	*10%*	*10%*
		29%	*35%*	*45%*	*51%*	*2%*	*2%*	*7%*	*7%*
BT TV (formerly BT Vision)	89	37	40	43	51	2	2	13	13
	4%	*7%*	*6%*	*5%*	*5%*	*6%*	*6%*	*7%*	*7%*
		41%	*45%*	*48%*	*57%*	*2%*	*2%*	*15%*	*15%*
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	63	15	17	19	23	1	-	3	3
	3%	*3%*	*3%*	*2%*	*2%*	*4%*	-	*2%*	*1%*
		24%	*27%*	*30%*	*37%*	*2%*	-	*5%*	*5%*
Talk Talk TV	45	9	11	15	16	-	-	3	3
	2%	*2%*	*2%*	*2%*	*2%*	-	-	*2%*	*1%*
		21%	*25%*	*34%*	*36%*	-	-	*6%*	*6%*
Freeview Play	27	3	4	5	9	-	-	2	2
	1%	*	*1%*	*1%*	*1%*	-	-	*1%*	*1%*
		10%	*14%*	*18%*	*33%*	-	-	*8%*	*8%*
Satellite TV from someone other than Sky	17	2	4	2	4	-	2	5	5
	1%	*	*1%*	*	*	-	*6%*	*2%*	*2%*
		9%	*25%*	*11%*	*25%*	-	*9%*	*26%*	*26%*
YouView set top box	7	3	4	3	6	-	-	1	1
	*	*1%*	*1%*	*	*1%*	-	-	*1%*	*1%*
		44%	*57%*	*45%*	*81%*	-	-	*16%*	*16%*
Other	32	5	6	9	11	-	-	3	3
	1%	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	*1%*
		17%	*19%*	*27%*	*33%*	-	-	*8%*	*8%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.4 Earlier we asked you about TV services in your household. Thinking of those services, which is the main service you personally use nowadays for watching/listening to TV at home at the scheduled time it is broadcast?
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	2302	563	685	872	986	22	24	183	190
Weighted Base	2302	562	672	851	969	29**	28**	189	198
SUMMARY CODES									
ANY FREEVIEW	630	167	216	280	312	3	7	63	64
	27%	*30%*	*32%*	*33%*	*32%*	*9%*	*23%*	*33%*	*32%*
		27%	*34%*	*44%*	*49%*	***	*1%*	*10%*	*10%*
ANY PAID	1109	327	381	467	541	17	19	95	101
	48%	*58%*	*57%*	*55%*	*56%*	*58%*	*67%*	*50%*	*51%*
		29%	*34%*	*42%*	*49%*	*2%*	*2%*	*9%*	*9%*
None	437	45	47	70	76	9	3	24	27
	19%	*8%*	*7%*	*8%*	*8%*	*30%*	*10%*	*13%*	*14%*
		10%	*11%*	*16%*	*17%*	*2%*	*1%*	*6%*	*6%*
Don't know	31	3	5	5	6	-	-	1	1
	1%	*1%*	*1%*	*1%*	*1%*	*-*	*-*	*1%*	*1%*
		10%	*16%*	*17%*	*19%*	*-*	*-*	*4%*	*4%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.4 Earlier we asked you about TV services in your household. Thinking of those services, which is the main service you personally use nowadays for watching/listening to TV at home at the scheduled time it is broadcast?
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	2302	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	2302	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Sky - Digital Satellite TV for a monthly subscription	675	29	17	29	14	52	10	24	13	26	13	41	7
	29%	*29%*	*40%*	*30%*	*31%*	*30%*	*32%*	*27%*	*31%*	*28%*	*31%*	*27%*	*29%*
		4%	*3%*	*4%*	*2%*	*8%*	*1%*	*4%*	*2%*	*4%*	*2%*	*6%*	*1%*
Freeview (excluding Freeview Play)	603	30	14	27	18	64	10	25	15	24	18	50	10
	26%	*30%*	*34%*	*28%*	*39%*	*36%*	*34%*	*29%*	*37%*	*26%*	*41%*	*34%*	*42%*
		5%	*2%*	*5%*	*3%*	*11%*	*2%*	*4%*	*2%*	*4%*	*3%*	*8%*	*2%*
Virgin Media through cable	275	10	3	6	6	15	2	9	3	11	2	13	1
	12%	*10%*	*7%*	*6%*	*12%*	*9%*	*6%*	*10%*	*9%*	*12%*	*6%*	*9%*	*4%*
		4%	*1%*	*2%*	*2%*	*6%*	*1%*	*3%*	*1%*	*4%*	*1%*	*5%*	*
BT TV (formerly BT Vision)	89	7	-	7	1	10	3	6	1	8	2	9	2
	4%	*7%*	-	*7%*	*3%*	*5%*	*9%*	*7%*	*1%*	*8%*	*4%*	*6%*	*6%*
		8%	-	*8%*	*1%*	*11%*	*3%*	*7%*	*1%*	*8%*	*2%*	*10%*	*2%*
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	63	3	-	2	-	3	-	3	-	4	-	3	-
	3%	*3%*	-	*2%*	-	*2%*	-	*3%*	-	*4%*	-	*2%*	-
		5%	-	*3%*	-	*5%*	-	*5%*	-	*6%*	-	*5%*	-
Talk Talk TV	45	2	-	2	*	3	-	2	-	2	-	3	-
	2%	*2%*	-	*2%*	*1%*	*2%*	-	*3%*	-	*2%*	-	*2%*	-
		4%	-	*3%*	*1%*	*7%*	-	*5%*	-	*5%*	-	*7%*	-
Freeview Play	27	2	2	3	1	4	-	1	-	1	-	2	-
	1%	*3%*	*4%*	*4%*	*1%*	*2%*	-	*2%*	-	*1%*	-	*1%*	-
		9%	*7%*	*13%*	*2%*	*13%*	-	*5%*	-	*3%*	-	*8%*	-
Satellite TV from someone other than Sky	17	3	1	3	1	2	2	3	1	3	1	3	-
	1%	*3%*	*3%*	*3%*	*3%*	*1%*	*5%*	*4%*	*3%*	*4%*	*3%*	*2%*	-
		19%	*8%*	*19%*	*8%*	*9%*	*9%*	*19%*	*8%*	*19%*	*8%*	*19%*	-
YouView set top box	7	-	-	-	-	1	-	-	-	-	-	1	-
	*	-	-	-	-	*1%*	-	-	-	-	-	*1%*	-
		-	-	-	-	*16%*	-	-	-	-	-	*16%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.4 Earlier we asked you about TV services in your household. Thinking of those services, which is the main service you personally use nowadays for watching/listening to TV at home at the scheduled time it is broadcast?
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	2302	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	2302	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Other	32	2	-	2	1	3	-	2	-	3	-	3	-
	1%	*2%*	-	*2%*	*2%*	*1%*	-	*2%*	-	*3%*	-	*2%*	-
		5%	-	*5%*	*3%*	*8%*	-	*5%*	-	*8%*	-	*8%*	-
SUMMARY CODES													
ANY FREEVIEW	630	33	16	31	19	67	10	27	15	24	18	52	10
	27%	*33%*	*38%*	*32%*	*40%*	*38%*	*34%*	*30%*	*37%*	*27%*	*41%*	*35%*	*42%*
		5%	*3%*	*5%*	*3%*	*11%*	*2%*	*4%*	*2%*	*4%*	*3%*	*8%*	*2%*
ANY PAID	1109	51	21	47	23	84	16	44	18	49	19	70	10
	48%	*52%*	*50%*	*49%*	*50%*	*48%*	*53%*	*49%*	*45%*	*54%*	*44%*	*47%*	*39%*
		5%	*2%*	*4%*	*2%*	*8%*	*1%*	*4%*	*2%*	*4%*	*2%*	*6%*	*1%*
None	437	9	5	13	4	16	4	12	7	9	6	18	5
	19%	*9%*	*12%*	*14%*	*8%*	*9%*	*13%*	*13%*	*18%*	*10%*	*15%*	*12%*	*19%*
		2%	*1%*	*3%*	*1%*	*4%*	*1%*	*3%*	*2%*	*2%*	*1%*	*4%*	*1%*
Don't know	31	2	-	2	-	3	-	2	-	2	-	3	-
	1%	*2%*	-	*2%*	-	*2%*	-	*2%*	-	*2%*	-	*2%*	-
		6%	-	*6%*	-	*10%*	-	*6%*	-	*6%*	-	*10%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.4 Earlier we asked you about TV services in your household. Thinking of those services, which is the main service you personally use nowadays for watching/listening to TV at home at the scheduled time it is broadcast?
Base: All with any hearing\visual impairment

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base	147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
Sky - Digital Satellite TV for a monthly subscription	46	18	27	10	23	13	20	25	35	11	34	6	4	1
	31%	*30%*	*32%*	*39%*	*42%*	*19%*	*35%*	*29%*	*32%*	*29%*	*30%*	*30%*	*43%*	*33%*
		40%	*60%*	*22%*	50%e	*28%*	*45%*	*55%*	*76%*	*24%*	*75%*	*14%*	*9%*	*2%*
Freeview (excluding Freeview Play)	45	18	27	4	10	32	21	24	31	15	36	5	4	1
	31%	*30%*	*31%*	*14%*	*18%*	*47%*	*36%*	*27%*	*28%*	*39%*	*32%*	*22%*	*37%*	*31%*
		40%	*60%*	*8%*	*22%*	70%d	*47%*	*53%*	*68%*	*32%*	*80%*	*10%*	*8%*	*2%*
Virgin Media through cable	17	6	11	5	9	3	4	13	14	2	15	1	1	-
	11%	*10%*	*12%*	*18%*	*17%*	*4%*	*6%*	*15%*	*13%*	*6%*	*13%*	*6%*	*6%*	-
		35%	*65%*	*28%*	55%e	*17%*	*23%*	*77%*	*87%*	*13%*	*89%*	*8%*	*4%*	-
BT TV (formerly BT Vision)	9	4	4	3	1	4	4	5	4	5	5	3	*	-
	6%	*7%*	*5%*	*13%*	*2%*	*6%*	*6%*	*6%*	*4%*	*12%*	*4%*	*16%*	*3%*	-
		51%	*49%*	*38%*	*15%*	*47%*	*41%*	*59%*	*47%*	*53%*	*58%*	*38%*	*4%*	-
Freeview Play	5	2	3	-	3	2	2	3	3	2	2	3	-	1
	3%	*4%*	*3%*	-	*6%*	*3%*	*4%*	*3%*	*3%*	*4%*	*2%*	*13%*	-	*25%*
		46%	*54%*	-	*61%*	*39%*	*48%*	*52%*	*67%*	*33%*	*34%*	*54%*	-	*12%*
Talk Talk TV	3	1	2	-	2	1	2	1	3	-	3	-	-	-
	2%	*2%*	*2%*	-	*3%*	*2%*	*3%*	*1%*	*2%*	-	*2%*	-	-	-
		40%	*60%*	-	*60%*	*40%*	*60%*	*40%*	*100%*	-	*100%*	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	2	-	2	-	1	1	-	2	1	1	2	-	-	-
	1%	-	*3%*	-	*2%*	*1%*	-	*2%*	*1%*	*2%*	*2%*	-	-	-
		-	*100%*	-	*61%*	*39%*	-	*100%*	*61%*	*39%*	*100%*	-	-	-
Satellite TV from someone other than Sky	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
YouView set top box	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other	1	-	1	-	-	1	-	1	1	-	1	-	-	-
	1%	-	*1%*	-	-	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-
		-	*100%*	-	-	*100%*	-	*100%*	*100%*	-	*100%*	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.4 Earlier we asked you about TV services in your household. Thinking of those services, which is the main service you personally use nowadays for watching/listening to TV at home at the scheduled time it is broadcast?
Base: All with any hearing\visual impairment

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base	147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
SUMMARY CODES														
ANY FREEVIEW	50	21	30	4	13	34	24	27	34	16	38	7	4	1
	34%	*34%*	*34%*	*14%*	*24%*	*50%*	*40%*	*30%*	*31%*	*43%*	*33%*	*35%*	*37%*	*55%*
		41%	*59%*	*7%*	*26%*	67%d	*47%*	*53%*	*68%*	*32%*	*75%*	*15%*	*7%*	*3%*
ANY PAID	73	30	44	18	35	21	29	44	56	18	57	11	5	1
	50%	*49%*	*51%*	*71%*	*65%*	*31%*	*50%*	*50%*	*51%*	*47%*	*50%*	*52%*	*53%*	*33%*
		40%	*60%*	*24%*	47%e	*28%*	*40%*	*60%*	*76%*	*24%*	*77%*	*15%*	*7%*	*1%*
None	16	8	8	4	4	9	5	11	14	3	13	2	1	*
	11%	*14%*	*9%*	*15%*	*7%*	*13%*	*9%*	*13%*	*12%*	*7%*	*12%*	*9%*	*10%*	*11%*
		51%	*49%*	*23%*	*23%*	*53%*	*33%*	*67%*	*83%*	*17%*	*80%*	*11%*	*6%*	*2%*
Don't know	4	2	2	-	1	3	1	3	4	-	3	1	-	-
	2%	*3%*	*2%*	-	*2%*	*4%*	*1%*	*3%*	*3%*	-	*2%*	*4%*	-	-
		48%	*52%*	-	*26%*	*74%*	*23%*	*77%*	*100%*	-	*75%*	*25%*	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.4 Earlier we asked you about TV services in your household. Thinking of those services, which is the main service you personally use nowadays for watching/listening to TV at home at the scheduled time it is broadcast?
Base: All with any hearing\visual impairment

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Sky - Digital Satellite TV for a monthly subscription	46	46	23	26	46	3	-	1	3	13	-	1	8	5
	31%	*31%*	*29%*	*29%*	*31%*	*14%*	-	*9%*	*37%*	*34%*	-	*21%*	*46%*	*21%*
		100%	*50%*	*57%*	*100%*	*6%*	-	*3%*	*6%*	*29%*	-	*2%*	*18%*	*12%*
Freeview (excluding Freeview Play)	45	45	31	24	45	10	1	6	3	16	-	3	6	5
	31%	*31%*	*40%*	*27%*	*31%*	*48%*	*100%*	*41%*	*38%*	*41%*	-	*61%*	*34%*	*19%*
		100%	*70%*	*53%*	*100%*	*22%*	*3%*	*13%*	*7%*	*36%*	-	*7%*	*13%*	*11%*
Virgin Media through cable	17	17	6	14	17	3	-	1	-	3	-	-	-	6
	11%	*11%*	*8%*	*16%*	*11%*	*16%*	-	*6%*	-	*7%*	-	-	-	*23%*
		100%	*37%*	*83%*	*100%*	*21%*	-	*5%*	-	*17%*	-	-	-	*37%*
BT TV (formerly BT Vision)	9	9	6	3	9	-	-	2	-	3	-	-	1	1
	6%	*6%*	*7%*	*3%*	*6%*	-	-	*13%*	-	*8%*	-	-	*5%*	*4%*
		100%	*65%*	*35%*	*100%*	-	-	*22%*	-	*39%*	-	-	*9%*	*11%*
Freeview Play	5	5	5	2	5	2	-	*	2	2	-	-	-	-
	3%	*3%*	*6%*	*3%*	*3%*	*9%*	-	*2%*	*24%*	*5%*	-	-	-	-
		100%	*93%*	*44%*	*100%*	*37%*	-	*6%*	*37%*	*40%*	-	-	-	-
Talk Talk TV	3	3	1	2	3	-	-	-	-	1	-	-	-	-
	2%	*2%*	*1%*	*2%*	*2%*	-	-	-	-	*3%*	-	-	-	-
		100%	*40%*	*60%*	*100%*	-	-	-	-	*40%*	-	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	2	2	1	1	2	-	-	1	-	-	-	-	-	1
	1%	*1%*	*1%*	*1%*	*1%*	-	-	*6%*	-	-	-	-	-	*5%*
		100%	*39%*	*61%*	*100%*	-	-	*39%*	-	-	-	-	-	*61%*
Satellite TV from someone other than Sky	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
YouView set top box	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other	1	1	-	1	1	-	-	-	-	-	-	-	-	-
	1%	*1%*	-	*1%*	*1%*	-	-	-	-	-	-	-	-	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.4 Earlier we asked you about TV services in your household. Thinking of those services, which is the main service you personally use nowadays for watching/listening to TV at home at the scheduled time it is broadcast?
Base: All with any hearing\visual impairment

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
SUMMARY CODES														
ANY FREEVIEW	50	50	36	26	50	12	1	6	5	19	-	3	6	5
	34%	*34%*	*46%*	*29%*	*34%*	*57%*	*100%*	*42%*	*63%*	*46%*	-	*61%*	*34%*	*19%*
		100%	*72%c*	*52%*	*100%*	*24%*	*2%*	*13%*	*10%*	*37%*	-	*7%*	*12%*	*10%*
ANY PAID	73	73	35	44	73	6	-	4	3	21	-	1	9	12
	50%	*50%*	*45%*	*50%*	*50%*	*30%*	-	*28%*	*37%*	*52%*	-	*21%*	*51%*	*47%*
		100%	*48%*	*60%*	*100%*	*9%*	-	*6%*	*4%*	*28%*	-	*2%*	*12%*	*17%*
None	16	16	6	13	16	3	-	3	-	1	-	1	3	6
	11%	*11%*	*8%*	*15%*	*11%*	*14%*	-	*18%*	-	*2%*	-	*18%*	*15%*	*21%*
		100%	*37%*	*81%*	*100%*	*18%*	-	*17%*	-	*6%*	-	*6%*	*16%*	*35%*
Don't know	4	4	1	3	4	-	-	1	-	-	-	-	-	2
	2%	*2%*	*1%*	*3%*	*2%*	-	-	*6%*	-	-	-	-	-	*7%*
		100%	*23%*	*77%*	*100%*	-	-	*23%*	-	-	-	-	-	*51%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.4 Earlier we asked you about TV services in your household. Thinking of those services, which is the main service you personally use nowadays for watching/listening to TV at home at the scheduled time it is broadcast?
Base: All with any hearing\visual impairment

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	167	39	44	83	87	2	2	35	37
Weighted Base	147	34*	40*	76*	79*	3**	2**	32**	35*
Sky - Digital Satellite TV for a monthly subscription	46	12	13	28	28	2	1	11	13
	31%	*35%*	*31%*	*36%*	*36%*	*52%*	*66%*	*36%*	*37%*
		25%	*28%*	*61%*	*62%*	*4%*	*3%*	*25%*	*28%*
Freeview (excluding Freeview Play)	45	10	13	21	22	-	1	6	6
	31%	*29%*	*33%*	*28%*	*28%*	-	*34%*	*18%*	*17%*
		22%	*29%*	*47%*	*49%*	-	*2%*	*13%*	*13%*
Virgin Media through cable	17	5	7	11	11	-	-	1	1
	11%	*16%*	*17%*	*14%*	*14%*	-	-	*5%*	*4%*
		32%	*41%*	*65%*	*65%*	-	-	*9%*	*9%*
BT TV (formerly BT Vision)	9	2	2	5	5	-	-	5	5
	6%	*6%*	*5%*	*7%*	*7%*	-	-	*16%*	*14%*
		22%	*22%*	*63%*	*63%*	-	-	*57%*	*57%*
Freeview Play	5	-	1	2	3	-	-	2	2
	3%	-	*3%*	*2%*	*4%*	-	-	*5%*	*5%*
		-	*27%*	*33%*	*60%*	-	-	*33%*	*33%*
Talk Talk TV	3	1	3	3	3	-	-	1	1
	2%	*3%*	*7%*	*3%*	*3%*	-	-	*3%*	*3%*
		40%	*100%*	*100%*	*100%*	-	-	*40%*	*40%*
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	2	1	-	1	1	-	-	1	1
	1%	*4%*	-	*2%*	*2%*	-	-	*4%*	*4%*
		61%	-	*61%*	*61%*	-	-	*61%*	*61%*
Satellite TV from someone other than Sky	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
YouView set top box	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Other	1	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.4 Earlier we asked you about TV services in your household. Thinking of those services, which is the main service you personally use nowadays for watching/listening to TV at home at the scheduled time it is broadcast?
Base: All with any hearing\visual impairment

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	167	39	44	83	87	2	2	35	37
Weighted Base	147	34*	40*	76*	79*	3**	2**	32**	35*
SUMMARY CODES									
ANY FREEVIEW	50	10	14	23	25	-	1	7	7
	34%	*29%*	*36%*	*30%*	*32%*	-	*34%*	*24%*	*22%*
		19%	*29%*	*45%*	*50%*	-	*1%*	*15%*	*15%*
ANY PAID	73	20	24	47	47	2	1	19	20
	50%	*59%*	*59%*	*61%*	*59%*	*52%*	*66%*	*60%*	*59%*
		27%	*32%*	*63%*	*64%*	*2%*	*2%*	*26%*	*28%*
None	16	3	2	5	5	2	-	4	6
	11%	*8%*	*4%*	*6%*	*6%*	*48%*	-	*12%*	*16%*
		17%	*11%*	*29%*	*29%*	*10%*	-	*24%*	*34%*
Don't know	4	-	-	1	1	-	-	-	-
	2%	-	-	*1%*	*1%*	-	-	-	-
		-	-	*23%*	*23%*	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.4 Earlier we asked you about TV services in your household. Thinking of those services, which is the main service you personally use nowadays for watching/listening to TV at home at the scheduled time it is broadcast?
Base: All with any hearing\visual impairment

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base	147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
Sky - Digital Satellite TV for a monthly subscription	46	17	7	18	5	23	6	15	6	15	6	21	4
	31%	*38%*	*38%*	*40%*	*28%*	*41%*	*26%*	*38%*	*34%*	*40%*	*35%*	*39%*	*25%*
		37%	*15%*	*39%*	*11%*	*51%*	*12%*	*32%*	*14%*	*34%*	*14%*	*46%*	*10%*
Freeview (excluding Freeview Play)	45	7	7	9	9	15	9	6	8	6	9	12	8
	31%	*16%*	*38%*	*20%*	*51%*	*26%*	*43%*	*16%*	*43%*	*16%*	*47%*	*23%*	*47%*
		16%	*15%*	*20%*	*20%*	*32%*	*21%*	*13%*	*18%*	*13%*	*19%*	*27%*	*18%*
Virgin Media through cable	17	6	1	3	2	4	2	3	1	3	1	6	1
	11%	*13%*	*5%*	*7%*	*13%*	*8%*	*9%*	*9%*	*5%*	*9%*	*5%*	*11%*	*5%*
		34%	*5%*	*20%*	*14%*	*26%*	*11%*	*21%*	*5%*	*21%*	*5%*	*34%*	*5%*
BT TV (formerly BT Vision)	9	4	-	5	-	3	3	3	1	5	1	5	1
	6%	*9%*	-	*10%*	-	*5%*	*12%*	*9%*	*3%*	*12%*	*3%*	*9%*	*3%*
		49%	-	*54%*	-	*34%*	*29%*	*38%*	*7%*	*54%*	*7%*	*58%*	*7%*
Freeview Play	5	2	2	3	1	3	-	1	-	1	-	2	-
	3%	*4%*	*11%*	*6%*	*3%*	*5%*	-	*4%*	-	*2%*	-	*4%*	-
		37%	*37%*	*56%*	*10%*	*60%*	-	*27%*	-	*16%*	-	*43%*	-
Talk Talk TV	3	2	-	2	-	2	-	2	-	2	-	2	-
	2%	*3%*	-	*3%*	-	*3%*	-	*4%*	-	*4%*	-	*3%*	-
		60%	-	*60%*	-	*60%*	-	*60%*	-	*60%*	-	*60%*	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	2	1	-	-	-	1	-	1	-	2	-	1	-
	1%	*3%*	-	-	-	*2%*	-	*3%*	-	*6%*	-	*2%*	-
		61%	-	-	-	*61%*	-	*61%*	-	*100%*	-	*61%*	-
Satellite TV from someone other than Sky	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
YouView set top box	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.4 Earlier we asked you about TV services in your household. Thinking of those services, which is the main service you personally use nowadays for watching/listening to TV at home at the scheduled time it is broadcast?
Base: All with any hearing\visual impairment

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base	147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
Other	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
ANY FREEVIEW	50	9	9	12	9	18	9	7	8	7	9	14	8
	34%	*20%*	*49%*	*27%*	*54%*	*31%*	*43%*	*20%*	*43%*	*18%*	*47%*	*27%*	*47%*
		18%	*18%*	*24%*	*19%*	*35%*	*18%*	*15%*	*16%*	*14%*	*17%*	*29%*	*16%*
ANY PAID	73	28	8	27	7	32	10	23	8	25	8	33	6
	50%	*63%*	*43%*	*61%*	*41%*	*56%*	*46%*	*60%*	*42%*	*66%*	*42%*	*62%*	*34%*
		39%	*10%*	*37%*	*10%*	*44%*	*14%*	*31%*	*11%*	*34%*	*11%*	*45%*	*8%*
None	16	4	1	4	1	4	2	4	3	2	2	3	3
	11%	*9%*	*8%*	*9%*	*5%*	*7%*	*11%*	*12%*	*15%*	*5%*	*11%*	*5%*	*19%*
		26%	*9%*	*24%*	*6%*	*26%*	*14%*	*28%*	*18%*	*12%*	*12%*	*18%*	*20%*
Don't know	4	2	-	2	-	2	-	2	-	2	-	2	-
	2%	*4%*	-	*4%*	-	*3%*	-	*5%*	-	*5%*	-	*4%*	-
		52%	-	*52%*	-	*52%*	-	*52%*	-	*52%*	-	*52%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2302	1094	1208	710	970	622	1088	1214	1828	474	1786	181	198	137
Weighted Base	2302	1118	1184	762	1094	446	1170	1132	1870	432	1939	196	115	52
Netflix	591	312	279	336	241	14	375	216	469	122	496	60	22	14
	26%	*28%*	*24%*	*44%*	*22%*	*3%*	*32%*	*19%*	*25%*	*28%*	*26%*	*31%*	*19%*	*26%*
		53%b	*47%*	57%de	41%e	*2%*	63%g	*37%*	*79%*	*21%*	*84%*	10%l	*4%*	*2%*
Amazon Prime Instant Video	241	138	103	116	117	8	174	67	181	60	209	17	14	1
	10%	*12%*	*9%*	*15%*	*11%*	*2%*	*15%*	*6%*	*10%*	*14%*	*11%*	*9%*	*12%*	*3%*
		57%b	*43%*	48%de	48%e	*3%*	72%g	*28%*	*75%*	25%h	87%m	*7%*	6%m	*1%*
iTunes	178	84	94	83	90	4	111	67	134	44	147	21	8	2
	8%	*8%*	*8%*	*11%*	*8%*	*1%*	*10%*	*6%*	*7%*	*10%*	*8%*	*11%*	*7%*	*5%*
		47%	*53%*	47%e	51%e	*2%*	62%g	*38%*	*75%*	25%h	*82%*	*12%*	*5%*	*1%*
Sky Go (not Sky Store)	106	67	39	59	42	6	75	31	83	23	77	22	3	4
	5%	*6%*	*3%*	*8%*	*4%*	*1%*	*6%*	*3%*	*4%*	*5%*	*4%*	*11%*	*3%*	*7%*
		63%b	*37%*	55%de	39%e	*5%*	71%g	*29%*	*78%*	*22%*	*73%*	21%jl	*3%*	4%l
Sky on Demand (not Sky Store)	106	55	51	50	51	5	62	44	91	15	81	17	5	2
	5%	*5%*	*4%*	*7%*	*5%*	*1%*	*5%*	*4%*	*5%*	*3%*	*4%*	*9%*	*4%*	*5%*
		52%	*48%*	47%e	49%e	*4%*	*59%*	*41%*	*86%*	*14%*	*77%*	16%j	*5%*	*2%*
NowTV	87	37	50	40	42	5	44	43	68	19	78	4	4	*
	4%	*3%*	*4%*	*5%*	*4%*	*1%*	*4%*	*4%*	*4%*	*4%*	*4%*	*2%*	*3%*	*1%*
		42%	*58%*	46%e	48%e	*6%*	*51%*	*49%*	*78%*	*22%*	*90%*	*5%*	*4%*	*
Google play	81	52	29	46	33	2	42	39	69	12	66	9	5	1
	4%	*5%*	*2%*	*6%*	*3%*	*	*4%*	*3%*	*4%*	*3%*	*3%*	*5%*	*4%*	*2%*
		64%b	*36%*	56%de	41%e	*2%*	*52%*	*48%*	*85%*	*15%*	*82%*	*11%*	*6%*	*1%*
Sky Store	77	38	39	33	42	2	49	28	66	11	56	15	3	4
	3%	*3%*	*3%*	*4%*	*4%*	*	*4%*	*2%*	*4%*	*3%*	*3%*	*7%*	*2%*	*7%*
		49%	*51%*	43%e	54%e	*2%*	63%g	*37%*	*86%*	*14%*	*73%*	19%jl	*4%*	5%j
Virgin on Demand pay-per-view	55	29	27	13	40	2	28	28	45	10	49	4	2	1
	2%	*3%*	*2%*	*2%*	*4%*	*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*
		52%	*48%*	24%e	72%ce	*3%*	*50%*	*50%*	*81%*	*19%*	*88%*	*7%*	*3%*	*1%*
BBC Store	53	26	27	24	26	3	44	10	43	10	47	5	1	-
	2%	*2%*	*2%*	*3%*	*2%*	*1%*	*4%*	*1%*	*2%*	*2%*	*2%*	*3%*	*1%*	-
		49%	*51%*	46%e	48%e	*6%*	82%g	*18%*	*81%*	*19%*	*88%*	*10%*	*3%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2302	1094	1208	710	970	622	1088	1214	1828	474	1786	181	198	137
Weighted Base	2302	1118	1184	762	1094	446	1170	1132	1870	432	1939	196	115	52
BT player	52	37	15	14	32	6	34	18	39	13	44	4	2	2
	2%	*3%*	*1%*	*2%*	*3%*	*1%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*4%*
		71%b	*29%*	*27%*	62%e	*11%*	66%g	*34%*	*75%*	*25%*	*86%*	*7%*	*4%*	*4%*
Playstation Video	39	29	10	30	10	-	26	13	35	4	31	4	4	1
	2%	*3%*	*1%*	*4%*	*1%*	-	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*
		74%b	*26%*	75%de	25%e	-	*67%*	*33%*	*89%*	*11%*	*78%*	*10%*	*9%*	*2%*
Xbox Video	30	25	6	16	14	-	13	18	24	6	23	5	1	1
	1%	*2%*	*	*2%*	*1%*	-	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*
		81%b	*19%*	54%e	46%e	-	*42%*	*58%*	*80%*	*20%*	*77%*	*16%*	*4%*	*3%*
Talk Talk TV Store	11	8	4	*	10	1	5	7	9	2	11	-	-	*
	*	*1%*	*	*	*1%*	*	*	*1%*	*	*1%*	*1%*	-	-	*1%*
		68%	*32%*	*4%*	91%c	*5%*	*41%*	*59%*	*78%*	*22%*	*96%*	-	-	*4%*
DisneyLife	7	1	5	3	4	-	3	4	5	1	5	1	-	-
	*	*	*	*	*	-	*	*	*	*	*	*1%*	-	-
		20%	*80%*	*47%*	*53%*	-	*41%*	*59%*	*79%*	*21%*	*79%*	*21%*	-	-
Blinkbox	4	4	-	2	2	-	1	3	4	-	3	-	1	-
	*	*	-	*	*	-	*	*	*	-	*	-	*1%*	-
		100%	-	*46%*	*54%*	-	*19%*	*81%*	*100%*	-	*81%*	-	*19%*	-
Wuaki.tv	4	2	2	2	2	-	-	4	3	1	3	-	-	*
	*	*	*	*	*	-	-	*	*	*	*	-	-	*1%*
		60%	*40%*	*60%*	*40%*	-	-	*100%*	*66%*	*34%*	*90%*	-	-	*10%*
Other paid-for service	12	8	4	3	6	4	5	7	10	2	10	2	-	-
	1%	*1%*	*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	-	-
		68%	*32%*	*21%*	*48%*	*32%*	*41%*	*59%*	*83%*	*17%*	*85%*	*15%*	-	-
SUMMARY CODES														
ANY PAID ON-DEMAND SERVICE	951	497	454	463	447	42	568	383	763	188	796	97	35	23
	41%	*44%*	*38%*	*61%*	*41%*	*9%*	*49%*	*34%*	*41%*	*44%*	*41%*	*50%*	*30%*	*44%*
		52%b	*48%*	49%de	47%e	*4%*	60%g	*40%*	*80%*	*20%*	84%l	10%jl	*4%*	2%l
ANY SKY	208	116	92	102	96	10	129	79	170	38	155	37	8	9
	9%	*10%*	*8%*	*13%*	*9%*	*2%*	*11%*	*7%*	*9%*	*9%*	*8%*	*19%*	*7%*	*16%*
		56%b	*44%*	49%de	46%e	*5%*	62%g	*38%*	*82%*	*18%*	*74%*	18%jl	*4%*	4%jl

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base**

Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

	Total	GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
		Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2302	1094	1208	710	970	622	1088	1214	1828	474	1786	181	198	137
Weighted Base	2302	1118	1184	762	1094	446	1170	1132	1870	432	1939	196	115	52
None	1346	620	726	299	645	401	598	748	1103	242	1139	97	80	29
	58%	*55%*	*61%*	*39%*	*59%*	*90%*	*51%*	*66%*	*59%*	*56%*	*59%*	*50%*	*70%*	*56%*
		46%	54%a	*22%*	48%c	30%cd	*44%*	56%f	*82%*	*18%*	85%k	*7%*	6%jkm	*2%*

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Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

	Total	Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	2302	558	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	2302	493	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Netflix	591	103	11	16	26	1	-	3	1	5	-	1	4	3
	26%	*21%*	*14%*	*18%*	*18%*	*3%*	-	*17%*	*18%*	*13%*	-	*21%*	*25%*	*13%*
		17%	*2%*	*3%*	*4%*	*	-	*	*	*1%*	-	*	*1%*	*1%*
Amazon Prime Instant Video	241	46	3	7	10	-	-	-	2	1	-	-	1	-
	10%	*9%*	*4%*	*7%*	*7%*	-	-	-	*25%*	*3%*	-	-	*8%*	-
		19%	*1%*	*3%*	*4%*	-	-	-	*1%*	*1%*	-	-	*1%*	-
iTunes	178	38	5	9	15	-	-	-	-	4	-	1	4	-
	8%	*8%*	*7%*	*11%*	*10%*	-	-	-	-	*11%*	-	*21%*	*21%*	-
		21%	*3%*	*5%*	*8%*	-	-	-	-	*2%*	-	*1%*	*2%*	-
Sky Go (not Sky Store)	106	17	-	1	1	-	-	-	-	-	-	-	-	-
	5%	*3%*	-	*1%*	*	-	-	-	-	-	-	-	-	-
		16%d	-	*	*	-	-	-	-	-	-	-	-	-
Sky on Demand (not Sky Store)	106	12	1	*	2	-	-	-	1	1	-	-	-	-
	5%	*2%*	*2%*	*	*1%*	-	-	-	*8%*	*2%*	-	-	-	-
		11%	*1%*	*	*2%*	-	-	-	*1%*	*1%*	-	-	-	-
NowTV	87	18	2	1	4	-	-	-	-	2	-	-	-	-
	4%	*4%*	*3%*	*2%*	*2%*	-	-	-	-	*5%*	-	-	-	-
		21%	*2%*	*2%*	*4%*	-	-	-	-	*2%*	-	-	-	-
Google play	81	13	1	2	3	-	-	-	1	-	-	-	2	-
	4%	*3%*	*1%*	*2%*	*2%*	-	-	-	*8%*	-	-	-	*9%*	-
		16%	*1%*	*2%*	*3%*	-	-	-	*1%*	-	-	-	*2%*	-
Sky Store	77	11	-	*	*	-	-	-	-	-	-	-	-	-
	3%	*2%*	-	*	*	-	-	-	-	-	-	-	-	-
		14%	-	*	*	-	-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	55	11	-	6	6	-	-	-	-	-	-	-	-	2
	2%	*2%*	-	*7%*	*4%*	-	-	-	-	-	-	-	-	*8%*
		19%	-	11%ab	*11%*	-	-	-	-	-	-	-	-	*4%*
BBC Store	53	11	3	3	6	-	-	-	-	3	-	-	2	-
	2%	*2%*	*3%*	*3%*	*4%*	-	-	-	-	*7%*	-	-	*9%*	-
		21%	*5%*	*6%*	*11%*	-	-	-	-	*5%*	-	-	*3%*	-

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Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	2302	558	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	2302	493	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
BT player	52	9	3	3	6	-	-	-	-	3	-	-	2	-
	2%	*2%*	*3%*	*3%*	*4%*	-	-	-	-	*7%*	-	-	*9%*	-
		17%	*5%*	*6%*	*11%*	-	-	-	-	*5%*	-	-	*3%*	-
Playstation Video	39	6	1	3	4	-	-	-	-	1	-	-	-	2
	2%	*1%*	*2%*	*3%*	*3%*	-	-	-	-	*3%*	-	-	-	*6%*
		16%	*4%*	*8%*	*11%*	-	-	-	-	*4%*	-	-	-	*4%*
Xbox Video	30	7	1	3	4	-	-	-	-	-	-	-	-	2
	1%	*1%*	*1%*	*3%*	*3%*	-	-	-	-	-	-	-	-	*6%*
		24%	*3%*	*10%*	*13%*	-	-	-	-	-	-	-	-	*5%*
Talk Talk TV Store	11	5	-	-	-	-	-	-	-	-	-	-	-	-
	*	*1%*	-	-	-	-	-	-	-	-	-	-	-	-
		43%	-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	7	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Blinkbox	4	2	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	-	-
		49%	-	-	-	-	-	-	-	-	-	-	-	-
Wuaki.tv	4	3	-	1	1	-	-	-	-	-	-	-	-	-
	*	*1%*	-	*2%*	*1%*	-	-	-	-	-	-	-	-	-
		66%	-	*36%*	*36%*	-	-	-	-	-	-	-	-	-
Other paid-for service	12	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*	-	-	-	-	-	-	-	-	-	-	-	-
		20%	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY PAID ON-DEMAND SERVICE	951	166	19	21	39	1	-	3	2	11	-	1	6	4
	41%	*34%*	*23%*	*24%*	*27%*	*3%*	-	*17%*	*25%*	*28%*	-	*21%*	*34%*	*15%*
		17%	*2%*	*2%*	*4%*	*	-	*	*	*1%*	-	*	*1%*	*
ANY SKY	208	27	1	1	2	-	-	-	1	1	-	-	-	-
	9%	*5%*	*2%*	*1%*	*2%*	-	-	-	*8%*	*2%*	-	-	-	-
		13%	*1%*	*	*1%*	-	-	-	*	*	-	-	-	-

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Base: All Adults 16+ in UK

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	2302	558	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	2302	493	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
None	1346	326	61	67	107	21	1	12	6	29	-	4	12	22
	58%	*66%*	*77%*	*76%*	*73%*	*97%*	*100%*	*83%*	*75%*	*72%*	-	*79%*	*66%*	*85%*
		24%	*5%*	*5%*	*8%*	*2%*	*	*1%*	*	*2%*	-	*	*1%*	*2%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	2302	563	685	872	986	22	24	183	190
Weighted Base	2302	562	672	851	969	29**	28**	189	198
Netflix	591	211	240	291	335	9	12	74	76
	26%	*38%*	*36%*	*34%*	*35%*	*31%*	*44%*	*39%*	*38%*
		36%	*41%*	*49%*	*57%*	*2%*	*2%*	*13%*	*13%*
Amazon Prime Instant Video	241	92	107	128	149	5	4	34	35
	10%	*16%*	*16%*	*15%*	*15%*	*16%*	*16%*	*18%*	*18%*
		38%	*45%*	*53%*	*62%*	*2%*	*2%*	*14%*	*15%*
iTunes	178	62	67	94	96	8	5	27	29
	8%	*11%*	*10%*	*11%*	*10%*	*29%*	*19%*	*14%*	*14%*
		35%	*38%*	*53%*	*54%*	*5%*	*3%*	*15%*	*16%*
Sky Go (not Sky Store)	106	41	43	63	67	3	3	16	16
	5%	*7%*	*6%*	*7%*	*7%*	*9%*	*11%*	*9%*	*8%*
		39%	*40%*	*59%*	*63%*	*3%*	*3%*	*15%*	*15%*
Sky on Demand (not Sky Store)	106	27	34	40	47	3	3	14	15
	5%	*5%*	*5%*	*5%*	*5%*	*11%*	*11%*	*8%*	*8%*
		26%	*32%*	*38%*	*45%*	*3%*	*3%*	*13%*	*14%*
NowTV	87	33	34	41	47	2	3	11	11
	4%	*6%*	*5%*	*5%*	*5%*	*5%*	*11%*	*6%*	*5%*
		38%	*39%*	*47%*	*54%*	*2%*	*4%*	*12%*	*12%*
Google play	81	19	20	31	36	5	3	11	13
	4%	*3%*	*3%*	*4%*	*4%*	*18%*	*12%*	*6%*	*6%*
		24%	*25%*	*38%*	*45%*	*6%*	*4%*	*13%*	*16%*
Sky Store	77	30	31	33	39	3	5	10	10
	3%	*5%*	*5%*	*4%*	*4%*	*9%*	*17%*	*5%*	*5%*
		39%	*40%*	*43%*	*51%*	*3%*	*6%*	*12%*	*12%*
Virgin on Demand pay-per-view	55	15	29	30	33	3	4	6	7
	2%	*3%*	*4%*	*3%*	*3%*	*10%*	*15%*	*3%*	*4%*
		27%	*52%*	*54%*	*60%*	*5%*	*8%*	*10%*	*13%*
BBC Store	53	14	18	22	24	3	-	9	11
	2%	*3%*	*3%*	*3%*	*3%*	*10%*	-	*5%*	*5%*
		27%	*34%*	*42%*	*46%*	*5%*	-	*17%*	*20%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	2302	563	685	872	986	22	24	183	190
Weighted Base	2302	562	672	851	969	29**	28**	189	198
BT player	52	17	20	25	27	2	-	8	9
	2%	*3%*	*3%*	*3%*	*3%*	*6%*	-	*4%*	*5%*
		32%	*39%*	*49%*	*52%*	*3%*	-	*15%*	*18%*
Playstation Video	39	20	15	19	22	1	2	4	4
	2%	*4%*	*2%*	*2%*	*2%*	*4%*	*7%*	*2%*	*2%*
		52%	*38%*	*48%*	*57%*	*3%*	*5%*	*11%*	*11%*
Xbox Video	30	9	7	12	15	-	-	1	1
	1%	*2%*	*1%*	*1%*	*2%*	-	-	*	*
		29%	*24%*	*39%*	*48%*	-	-	*3%*	*3%*
Talk Talk TV Store	11	-	-	2	2	-	-	2	2
	*	-	-	*	*	-	-	*1%*	*1%*
		-	-	*16%*	*16%*	-	-	*17%*	*17%*
DisneyLife	7	3	3	3	3	-	-	1	1
	*	*1%*	*	*	*	-	-	*	*
		52%	*41%*	*52%*	*52%*	-	-	*11%*	*11%*
Blinkbox	4	-	2	1	2	-	-	-	-
	*	-	*	*	*	-	-	-	-
		-	*46%*	*19%*	*46%*	-	-	-	-
Wuaki.tv	4	2	2	3	3	-	-	-	-
	*	*	*	*	*	-	-	-	-
		60%	*60%*	*90%*	*90%*	-	-	-	-
Other paid-for service	12	2	3	2	3	-	-	2	2
	1%	*	*	*	*	-	-	*1%*	*1%*
		15%	*25%*	*15%*	*25%*	-	-	*16%*	*16%*
SUMMARY CODES									
ANY PAID ON-DEMAND SERVICE	951	300	361	433	506	20	19	111	116
	41%	*53%*	*54%*	*51%*	*52%*	*68%*	*69%*	*59%*	*59%*
		32%	*38%*	*45%*	*53%*	*2%*	*2%*	*12%*	*12%*
ANY SKY	208	68	77	99	114	6	7	29	30
	9%	*12%*	*11%*	*12%*	*12%*	*20%*	*24%*	*16%*	*15%*
		33%	*37%*	*48%*	*55%*	*3%*	*3%*	*14%*	*15%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
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Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	2302	563	685	872	986	22	24	183	190
Weighted Base	2302	562	672	851	969	29**	28**	189	198
None	1346	260	309	416	461	9	9	76	80
	58%	*46%*	*46%*	*49%*	*48%*	*32%*	*31%*	*40%*	*40%*
		19%	*23%*	*31%*	*34%*	*1%*	*1%*	*6%*	*6%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	2302	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	2302	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Netflix	591	30	19	29	20	59	8	29	16	30	17	57	3
	26%	*30%*	*45%*	*30%*	*43%*	*33%*	*28%*	*33%*	*41%*	*33%*	*41%*	*38%*	*12%*
		5%	*3%*	*5%*	*3%*	*10%*	*1%*	*5%*	*3%*	*5%*	*3%*	*10%*	*
Amazon Prime Instant Video	241	13	9	11	12	28	2	15	6	14	9	26	1
	10%	*13%*	*20%*	*11%*	*26%*	*16%*	*7%*	*17%*	*16%*	*15%*	*21%*	*17%*	*5%*
		5%	*4%*	*4%*	5%c	*12%*	*1%*	*6%*	*3%*	*6%*	*4%*	*11%*	*1%*
iTunes	178	16	3	12	5	25	1	13	6	13	7	20	-
	8%	*16%*	*7%*	*12%*	*11%*	*14%*	*4%*	*15%*	*15%*	*14%*	*16%*	*13%*	-
		9%	*2%*	*7%*	*3%*	*14%*	*1%*	*7%*	*3%*	*7%*	*4%*	*11%*	-
Sky Go (not Sky Store)	106	5	5	6	2	12	-	2	5	4	4	7	-
	5%	*5%*	*11%*	*6%*	*3%*	*7%*	-	*2%*	*12%*	*4%*	*9%*	*5%*	-
		5%	*4%*	*6%*	*2%*	*12%*	-	*2%*	4%g	*4%*	*4%*	*6%*	-
Sky on Demand (not Sky Store)	106	4	3	6	4	9	1	2	3	4	4	5	-
	5%	*4%*	*8%*	*6%*	*8%*	*5%*	*4%*	*3%*	*8%*	*5%*	*9%*	*3%*	-
		4%	*3%*	*5%*	*4%*	*8%*	*1%*	*2%*	*3%*	*4%*	*4%*	*5%*	-
NowTV	87	4	2	6	3	9	-	5	2	6	3	6	-
	4%	*4%*	*5%*	*6%*	*7%*	*5%*	-	*5%*	*5%*	*6%*	*6%*	*4%*	-
		5%	*2%*	*6%*	*4%*	*11%*	-	*6%*	*2%*	*6%*	*3%*	*7%*	-
Google play	81	1	4	5	4	4	-	3	4	1	4	3	1
	4%	*1%*	*8%*	*5%*	*8%*	*2%*	-	*3%*	*9%*	*1%*	*9%*	*2%*	*5%*
		2%	4%a	*6%*	*4%*	*5%*	-	*4%*	5%ik	*2%*	5%k	*3%*	*2%*
Sky Store	77	4	2	4	2	4	2	4	2	4	2	3	2
	3%	*4%*	*6%*	*5%*	*4%*	*2%*	*6%*	*4%*	*6%*	*5%*	*4%*	*2%*	*7%*
		5%	*3%*	*6%*	*2%*	*5%*	*2%*	*5%*	*3%*	*6%*	*2%*	*4%*	*2%*
Virgin on Demand pay-per-view	55	1	-	-	1	4	-	1	-	1	-	3	-
	2%	*1%*	-	-	*3%*	*2%*	-	*2%*	-	*2%*	-	*2%*	-
		3%	-	-	*3%*	*7%*	-	*3%*	-	*3%*	-	*5%*	-
BBC Store	53	6	3	5	3	8	-	8	3	5	3	6	1
	2%	*6%*	*6%*	*5%*	*6%*	*5%*	-	*9%*	*6%*	*6%*	*6%*	*4%*	*5%*
		12%	*5%*	*10%*	*5%*	*15%*	-	*15%*	*5%*	*10%*	*5%*	*11%*	*2%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	2302	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	2302	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
BT player	52	3	1	5	1	6	-	3	1	3	1	6	-
	2%	*3%*	*3%*	*5%*	*3%*	*4%*	-	*3%*	*3%*	*3%*	*3%*	*4%*	-
		5%	*3%*	*9%*	*3%*	*12%*	-	*6%*	*3%*	*5%*	*3%*	*12%*	-
Playstation Video	39	4	1	3	1	4	-	4	1	4	-	4	-
	2%	*4%*	*2%*	*3%*	*3%*	*2%*	-	*4%*	*2%*	*5%*	-	*3%*	-
		9%	*2%*	*8%*	*4%*	*11%*	-	*9%*	*2%*	*11%*	-	*11%*	-
Xbox Video	30	1	-	1	1	2	-	1	-	2	-	2	-
	1%	*1%*	-	*1%*	*3%*	*1%*	-	*2%*	-	*3%*	-	*2%*	-
		5%	-	*3%*	*5%*	*8%*	-	*5%*	-	*8%*	-	*8%*	-
Talk Talk TV Store	11	1	1	1	1	1	-	-	1	-	1	-	-
	*	*1%*	*3%*	*1%*	*3%*	*	-	-	*3%*	-	*3%*	-	-
		5%	*12%*	*5%*	*12%*	*5%*	-	-	12%k	-	12%k	-	-
DisneyLife	7	1	-	-	-	-	-	-	-	1	-	1	-
	*	*1%*	-	-	-	-	-	-	-	*1%*	-	*1%*	-
		11%	-	-	-	-	-	-	-	*11%*	-	*11%*	-
Blinkbox	4	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Wuaki.tv	4	1	-	-	1	1	-	1	-	1	-	1	-
	*	*1%*	-	-	*3%*	*1%*	-	*2%*	-	*2%*	-	*1%*	-
		36%	-	-	*36%*	*36%*	-	*36%*	-	*36%*	-	*36%*	-
Other paid-for service	12	-	-	-	1	2	-	-	-	1	-	1	-
	1%	-	-	-	*2%*	*1%*	-	-	-	*1%*	-	*1%*	-
		-	-	-	*8%*	*16%*	-	-	-	*8%*	-	*8%*	-
SUMMARY CODES													
ANY PAID ON-DEMAND SERVICE	951	45	22	45	24	88	10	42	20	44	24	80	4
	41%	*46%*	*52%*	*46%*	*51%*	*50%*	*33%*	*47%*	*50%*	*49%*	*55%*	*54%*	*17%*
		5%	*2%*	*5%*	*3%*	*9%*	*1%*	*4%*	*2%*	*5%*	*2%*	*8%*	*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availabilit y of audio description (a)	Any not satisfied with availabilit y of audio description (b)	Any satisfied with availabilit y of Signing (c)	Any not satisfied with availabilit y of Signing (d)	Any satisfied with availabilit y of Subtitles (e)	Any not satisfied with availabilit y of Subtitles (f)	Any satisfied with availabilit y of audio description (g)	Any not satisfied with availabilit y of audio description (h)	Any satisfied with availabilit y of Signing (i)	Any not satisfied with availabilit y of Signing (j)	Any satisfied with availabilit y of Subtitles (k)	Any not satisfied with availabilit y of Subtitles (l)
Unweighted Base	2302	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	2302	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
ANY SKY	208	10	9	12	7	19	3	6	9	8	9	12	2
	9%	*10%*	*21%*	*12%*	*15%*	*11%*	*10%*	*7%*	*22%*	*9%*	*22%*	*8%*	*7%*
		5%	*4%*	*6%*	*3%*	*9%*	*1%*	*3%*	4%gk	*4%*	5%gk	*6%*	*1%*
None	1346	54	21	52	21	86	20	47	20	46	19	68	20
	58%	*54%*	*48%*	*54%*	*46%*	*49%*	*67%*	*53%*	*50%*	*50%*	*45%*	*46%*	*83%*
		4%	*2%*	*4%*	*2%*	*6%*	*1%*	*3%*	*2%*	*3%*	*1%*	*5%*	*2%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All with any hearing\visual impairment

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base	147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
Netflix	26	13	13	16	8	1	14	13	12	15	16	9	-	1
	18%	*21%*	*16%*	*65%*	*16%*	*2%*	*23%*	*14%*	*11%*	*39%*	*15%*	*44%*	-	*20%*
		49%	*51%*	*63%*	*32%e*	*5%*	*52%*	*48%*	*45%*	*55%h*	*63%*	*35%*	-	*2%*
iTunes	15	8	7	7	8	-	5	9	12	3	12	2	-	1
	10%	*13%*	*8%*	*28%*	*14%*	-	*9%*	*11%*	*11%*	*8%*	*11%*	*10%*	-	*20%*
		54%	*46%*	*49%*	*51%e*	-	*35%*	*65%*	*79%*	*21%*	*83%*	*14%*	-	*4%*
Amazon Prime Instant Video	10	7	3	6	3	1	8	2	4	6	6	3	*	-
	7%	*12%*	*3%*	*25%*	*5%*	*1%*	*13%*	*3%*	*4%*	*16%*	*5%*	*16%*	*3%*	-
		72%b	*28%*	*64%*	*27%*	*9%*	*77%g*	*23%*	*40%*	*60%h*	*63%*	*34%*	*3%*	-
Virgin on Demand pay-per-view	6	3	3	1	4	1	1	6	6	-	6	-	-	-
	4%	*5%*	*4%*	*6%*	*8%*	*1%*	*1%*	*7%*	*6%*	-	*6%*	-	-	-
		48%	*52%*	*22%*	*69%*	*8%*	*8%*	*92%*	*100%*	-	*100%*	-	-	-
BBC Store	6	3	3	4	1	-	4	1	3	3	3	3	-	-
	4%	*5%*	*3%*	*18%*	*3%*	-	*7%*	*2%*	*3%*	*7%*	*3%*	*13%*	-	-
		52%	*48%*	*76%*	*24%*	-	*76%*	*24%*	*52%*	*48%*	*52%*	*48%*	-	-
BT player	6	4	1	3	1	1	4	1	3	3	4	1	-	-
	4%	*7%*	*2%*	*12%*	*2%*	*2%*	*7%*	*2%*	*3%*	*7%*	*4%*	*7%*	-	-
		76%	*24%*	*53%*	*23%*	*24%*	*76%*	*24%*	*53%*	*47%*	*76%*	*24%*	-	-
Playstation Video	4	3	1	3	2	-	1	3	3	1	3	1	-	-
	3%	*5%*	*2%*	*11%*	*3%*	-	*2%*	*3%*	*3%*	*4%*	*3%*	*7%*	-	-
		68%	*32%*	*64%*	*36%*	-	*32%*	*68%*	*68%*	*32%*	*68%*	*32%*	-	-
Xbox Video	4	3	1	1	2	-	-	4	4	-	4	-	-	-
	3%	*5%*	*1%*	*6%*	*5%*	-	-	*4%*	*4%*	-	*3%*	-	-	-
		77%	*23%*	*36%*	*64%*	-	-	*100%*	*100%*	-	*100%*	-	-	-
NowTV	4	1	2	4	-	-	1	2	2	1	1	1	1	-
	2%	*2%*	*2%*	*14%*	-	-	*2%*	*2%*	*2%*	*4%*	*1%*	*7%*	*7%*	-
		40%	*60%*	*100%*	-	-	*40%*	*60%*	*60%*	*40%*	*40%*	*40%*	*21%*	-
Google play	3	2	*	2	*	1	2	*	2	1	2	1	-	*
	2%	*4%*	*	*6%*	*1%*	*1%*	*4%*	*	*2%*	*2%*	*1%*	*3%*	-	*13%*
		87%	*13%*	*63%*	*13%*	*23%*	*87%*	*13%*	*77%*	*23%*	*63%*	*23%*	-	*13%*
Sky on Demand (not Sky Store)	2	1	*	1	*	1	1	*	*	1	1	1	-	*
	1%	*2%*	*	*3%*	*1%*	*1%*	*2%*	*	*	*4%*	*1%*	*3%*	-	*13%*
		80%	*20%*	*46%*	*20%*	*34%*	*80%*	*20%*	*20%*	*80%*	*46%*	*34%*	-	*20%*

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Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All with any hearing\visual impairment

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base	147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
Wuaki.tv	1	1	-	1	-	-	-	1	1	-	1	-	-	-
	1%	*2%*	-	*6%*	-	-	-	*2%*	*1%*	-	*1%*	-	-	-
		100%	-	*100%*	-	-	-	*100%*	*100%*	-	*100%*	-	-	-
Sky Go (not Sky Store)	1	1	-	-	1	-	-	1	1	-	-	-	-	1
	*	*1%*	-	-	*1%*	-	-	*1%*	*	-	-	-	-	*20%*
		100%	-	-	*100%*	-	-	*100%*	*100%*	-	-	-	-	*100%*
Sky Store	*	-	*	-	*	-	-	*	*	-	-	-	-	*
	*	-	*	-	*1%*	-	-	*	*	-	-	-	-	*13%*
		-	*100%*	-	*100%*	-	-	*100%*	*100%*	-	-	-	-	*100%*
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY PAID ON-DEMAND SERVICE	39	19	20	20	15	4	20	20	23	16	26	11	1	1
	27%	*32%*	*23%*	*79%*	*29%*	*6%*	*33%*	*23%*	*21%*	*44%*	*23%*	*53%*	*11%*	*33%*
		49%	*51%*	*50%*	39%e	*10%*	*50%*	*50%*	*58%*	42%h	*67%*	*28%*	*3%*	*2%*
ANY SKY	2	2	*	1	1	1	1	1	1	1	1	1	-	1
	2%	*3%*	*	*3%*	*2%*	*1%*	*2%*	*1%*	*1%*	*4%*	*1%*	*3%*	-	*33%*
		85%	*15%*	*36%*	*38%*	*26%*	*62%*	*38%*	*38%*	*62%*	*36%*	*26%*	-	*38%*
None	107	41	66	5	39	64	40	68	86	21	87	10	9	2
	73%	*68%*	*77%*	*21%*	*71%*	*94%*	*67%*	*77%*	*79%*	*56%*	*77%*	*47%*	*89%*	*67%*
		38%	*62%*	*5%*	*36%*	59%d	*37%*	*63%*	80%i	*20%*	*81%*	*9%*	*8%*	*2%*

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Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All with any hearing\visual impairment

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Netflix	26	26	11	16	26	1	-	3	1	5	-	1	4	3
	18%	*18%*	*14%*	*18%*	*18%*	*3%*	-	*17%*	*18%*	*13%*	-	*21%*	*25%*	*13%*
		100%	*42%*	*61%*	*100%*	*3%*	-	*10%*	*5%*	*20%*	-	*4%*	*17%*	*13%*
iTunes	15	15	5	9	15	-	-	-	-	4	-	1	4	-
	10%	*10%*	*7%*	*11%*	*10%*	-	-	-	-	*11%*	-	*21%*	*21%*	-
		100%	*36%*	*64%*	*100%*	-	-	-	-	*30%*	-	*8%*	*25%*	-
Amazon Prime Instant Video	10	10	3	7	10	-	-	-	2	1	-	-	1	-
	7%	*7%*	*4%*	*7%*	*7%*	-	-	-	*25%*	*3%*	-	-	*8%*	-
		100%	*34%*	*66%*	*100%*	-	-	-	*20%*	*14%*	-	-	*14%*	-
Virgin on Demand pay-per-view	6	6	-	6	6	-	-	-	-	-	-	-	-	2
	4%	*4%*	-	*7%*	*4%*	-	-	-	-	-	-	-	-	*8%*
		100%	-	100%b	*100%*	-	-	-	-	-	-	-	-	*34%*
BBC Store	6	6	3	3	6	-	-	-	-	3	-	-	2	-
	4%	*4%*	*3%*	*3%*	*4%*	-	-	-	-	*7%*	-	-	*9%*	-
		100%	*48%*	*52%*	*100%*	-	-	-	-	*48%*	-	-	*28%*	-
BT player	6	6	3	3	6	-	-	-	-	3	-	-	2	-
	4%	*4%*	*3%*	*3%*	*4%*	-	-	-	-	*7%*	-	-	*9%*	-
		100%	*49%*	*51%*	*100%*	-	-	-	-	*49%*	-	-	*29%*	-
Playstation Video	4	4	1	3	4	-	-	-	-	1	-	-	-	2
	3%	*3%*	*2%*	*3%*	*3%*	-	-	-	-	*3%*	-	-	-	*6%*
		100%	*32%*	*68%*	*100%*	-	-	-	-	*32%*	-	-	-	*36%*
Xbox Video	4	4	1	3	4	-	-	-	-	-	-	-	-	2
	3%	*3%*	*1%*	*3%*	*3%*	-	-	-	-	-	-	-	-	*6%*
		100%	*23%*	*77%*	*100%*	-	-	-	-	-	-	-	-	*40%*
NowTV	4	4	2	1	4	-	-	-	-	2	-	-	-	-
	2%	*2%*	*3%*	*2%*	*2%*	-	-	-	-	*5%*	-	-	-	-
		100%	*60%*	*40%*	*100%*	-	-	-	-	*60%*	-	-	-	-
Google play	3	3	1	2	3	-	-	-	1	-	-	-	2	-
	2%	*2%*	*1%*	*2%*	*2%*	-	-	-	*8%*	-	-	-	*9%*	-
		100%	*23%*	*77%*	*100%*	-	-	-	*23%*	-	-	-	*63%*	-

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Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All with any hearing\visual impairment

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Sky on Demand (not Sky Store)	2	2	1	*	2	-	-	-	1	1	-	-	-	-
	1%	*1%*	*2%*	*	*1%*	-	-	-	*8%*	*2%*	-	-	-	-
		100%	*80%*	*20%*	*100%*	-	-	-	*34%*	*46%*	-	-	-	-
Wuaki.tv	1	1	-	1	1	-	-	-	-	-	-	-	-	-
	1%	*1%*	-	*2%*	*1%*	-	-	-	-	-	-	-	-	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	1	1	-	1	1	-	-	-	-	-	-	-	-	-
	*	*	-	*1%*	*	-	-	-	-	-	-	-	-	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	-	-
Sky Store	*	*	-	*	*	-	-	-	-	-	-	-	-	-
	*	*	-	*	*	-	-	-	-	-	-	-	-	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY PAID ON-DEMAND SERVICE	39	39	19	21	39	1	-	3	2	11	-	1	6	4
	27%	*27%*	*23%*	*24%*	*27%*	*3%*	-	*17%*	*25%*	*28%*	-	*21%*	*34%*	*15%*
		100%	*47%*	*55%*	*100%*	*2%*	-	*6%*	*5%*	*29%*	-	*3%*	*15%*	*10%*
ANY SKY	2	2	1	1	2	-	-	-	1	1	-	-	-	-
	2%	*2%*	*2%*	*1%*	*2%*	-	-	-	*8%*	*2%*	-	-	-	-
		100%	*62%*	*38%*	*100%*	-	-	-	*26%*	*36%*	-	-	-	-

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		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
None	107	107	61	67	107	21	1	12	6	29	-	4	12	22
	73%	*73%*	*77%*	*76%*	*73%*	*97%*	*100%*	*83%*	*75%*	*72%*	-	*79%*	*66%*	*85%*
		100%	*57%*	*62%*	*100%*	*19%*	*1%*	*11%*	*5%*	*27%*	-	*4%*	*11%*	*21%*

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Access services research

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Base: All with any hearing\visual impairment

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	167	39	44	83	87	2	2	35	37
Weighted Base	147	34*	40*	76*	79*	3**	2**	32**	35*
Netflix	26	10	10	20	20	2	1	11	13
	18%	*31%*	*24%*	*26%*	*25%*	*52%*	*66%*	*36%*	*37%*
		39%	*37%*	*76%*	*76%*	*7%*	*5%*	*43%*	*49%*
iTunes	15	3	5	10	10	3	-	5	6
	10%	*10%*	*13%*	*13%*	*12%*	*100%*	-	*15%*	*18%*
		22%	*35%*	*67%*	*67%*	*23%*	-	*32%*	*43%*
Amazon Prime Instant Video	10	6	6	9	9	-	1	4	5
	7%	*17%*	*14%*	*11%*	*11%*	-	*66%*	*13%*	*16%*
		59%	*59%*	*87%*	*87%*	-	*14%*	*41%*	*55%*
Virgin on Demand pay-per-view	6	2	5	5	5	-	-	1	1
	4%	*6%*	*12%*	*6%*	*6%*	-	-	*2%*	*2%*
		31%	*75%*	*75%*	*75%*	-	-	*8%*	*8%*
BBC Store	6	1	3	3	4	2	-	1	3
	4%	*4%*	*7%*	*4%*	*5%*	*48%*	-	*4%*	*9%*
		24%	*48%*	*48%*	*72%*	*28%*	-	*24%*	*52%*
BT player	6	1	1	3	3	2	-	3	4
	4%	*4%*	*3%*	*3%*	*3%*	*48%*	-	*8%*	*12%*
		23%	*23%*	*47%*	*47%*	*29%*	-	*47%*	*76%*
Playstation Video	4	1	1	3	3	-	-	1	1
	3%	*4%*	*3%*	*4%*	*4%*	-	-	*4%*	*4%*
		32%	*32%*	*64%*	*64%*	-	-	*32%*	*32%*
Xbox Video	4	1	1	2	2	-	-	1	1
	3%	*4%*	*3%*	*3%*	*3%*	-	-	*3%*	*3%*
		36%	*36%*	*60%*	*60%*	-	-	*23%*	*23%*
NowTV	4	1	1	4	4	-	-	2	2
	2%	*4%*	*3%*	*5%*	*4%*	-	-	*7%*	*6%*
		40%	*40%*	*100%*	*100%*	-	-	*60%*	*60%*
Google play	3	1	1	1	1	2	-	-	2
	2%	*3%*	*2%*	*1%*	*1%*	*48%*	-	-	*5%*
		37%	*37%*	*37%*	*37%*	*63%*	-	-	*63%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All with any hearing\visual impairment

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	167	39	44	83	87	2	2	35	37
Weighted Base	147	34*	40*	76*	79*	3**	2**	32**	35*
Sky on Demand (not Sky Store)	2	2	2	2	2	-	-	1	1
	1%	*5%*	*4%*	*2%*	*2%*	-	-	*3%*	*2%*
		100%	*100%*	*100%*	*100%*	-	-	*46%*	*46%*
Wuaki.tv	1	1	1	1	1	-	-	-	-
	1%	*4%*	*3%*	*2%*	*2%*	-	-	-	-
		100%	*100%*	*100%*	*100%*	-	-	-	-
Sky Go (not Sky Store)	1	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky Store	*	*	*	*	*	-	-	-	-
	*	*1%*	*1%*	*	*	-	-	-	-
		100%	*100%*	*100%*	*100%*	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SUMMARY CODES									
ANY PAID ON-DEMAND SERVICE	39	12	17	27	29	3	1	14	16
	27%	*36%*	*41%*	*36%*	*36%*	*100%*	*66%*	*43%*	*48%*
		31%	*42%*	*69%*	*73%*	*9%*	*3%*	*34%*	*42%*
ANY SKY	2	2	2	2	2	-	-	1	1
	2%	*5%*	*4%*	*2%*	*2%*	-	-	*3%*	*2%*
		77%	*77%*	*77%*	*77%*	-	-	*36%*	*36%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
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Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All with any hearing\visual impairment

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	167	39	44	83	87	2	2	35	37
Weighted Base	147	34*	40*	76*	79*	3**	2**	32**	35*
None	107	22	24	49	51	-	1	18	18
	73%	*64%*	*59%*	*64%*	*64%*	-	*34%*	*57%*	*52%*
		20%	*22%*	*46%*	*47%*	-	*1%*	*17%*	*17%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
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Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All with any hearing\visual impairment

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base	147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
Netflix	26	11	1	9	5	15	3	12	1	12	3	16	-
	18%	*24%*	*8%*	*21%*	*27%*	*27%*	*14%*	*32%*	*7%*	*32%*	*18%*	*31%*	-
		41%	*5%*	*35%*	*18%*	*59%*	*12%*	*46%*	*5%*	*46%*	*13%*	*62%*	-
iTunes	15	7	-	7	1	8	1	9	-	8	-	8	-
	10%	*16%*	-	*15%*	*8%*	*14%*	*5%*	*23%*	-	*22%*	-	*15%*	-
		50%	-	*46%*	*10%*	*56%*	*8%*	*61%*	-	*56%*	-	*56%*	-
Amazon Prime Instant Video	10	4	1	3	4	7	-	3	1	3	3	5	-
	7%	*9%*	*8%*	*6%*	*23%*	*13%*	-	*7%*	*7%*	*7%*	*14%*	*10%*	-
		41%	*14%*	*27%*	*41%*	*75%*	-	*28%*	*14%*	*28%*	*27%*	*56%*	-
Virgin on Demand pay-per-view	6	1	-	-	1	1	-	1	-	1	-	1	-
	4%	*3%*	-	-	*8%*	*2%*	-	*4%*	-	*4%*	-	*3%*	-
		22%	-	-	*22%*	*22%*	-	*22%*	-	*22%*	-	*22%*	-
BBC Store	6	3	1	1	1	3	-	4	-	3	-	3	-
	4%	*6%*	*8%*	*3%*	*8%*	*5%*	-	*12%*	-	*7%*	-	*5%*	-
		48%	*24%*	*24%*	*24%*	*48%*	-	*76%*	-	*48%*	-	*48%*	-
BT player	6	3	-	4	-	3	-	3	-	3	-	3	-
	4%	*6%*	-	*9%*	-	*5%*	-	*8%*	-	*7%*	-	*5%*	-
		47%	-	*71%*	-	*47%*	-	*53%*	-	*49%*	-	*49%*	-
Playstation Video	4	3	-	1	1	3	-	3	-	3	-	3	-
	3%	*6%*	-	*3%*	*8%*	*5%*	-	*7%*	-	*7%*	-	*5%*	-
		64%	-	*32%*	*32%*	*64%*	-	*64%*	-	*64%*	-	*64%*	-
Xbox Video	4	1	-	1	1	2	-	1	-	2	-	2	-
	3%	*3%*	-	*2%*	*8%*	*4%*	-	*4%*	-	*6%*	-	*4%*	-
		36%	-	*23%*	*36%*	*60%*	-	*36%*	-	*60%*	-	*60%*	-
NowTV	4	3	-	1	1	4	-	3	-	3	-	4	-
	2%	*6%*	-	*3%*	*8%*	*6%*	-	*7%*	-	*7%*	-	*7%*	-
		79%	-	*40%*	*40%*	*100%*	-	*79%*	-	*79%*	-	*100%*	-
Google play	3	-	-	-	-	1	-	2	-	-	-	-	-
	2%	-	-	-	-	*1%*	-	*4%*	-	-	-	-	-
		-	-	-	-	*23%*	-	*63%*	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.5 Which of the following paid-for services do you personally use nowadays to stream or download films or (television) programmes?
Base: All with any hearing\visual impairment

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base	147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
Sky on Demand (not Sky Store)	2	-	-	-	-	1	-	-	-	-	-	1	-
	1%	-	-	-	-	*1%*	-	-	-	-	-	*2%*	-
		-	-	-	-	*34%*	-	-	-	-	-	*46%*	-
Wuaki.tv	1	1	-	-	1	1	-	1	-	1	-	1	-
	1%	*3%*	-	-	*8%*	*2%*	-	*4%*	-	*4%*	-	*3%*	-
		100%	-	-	*100%*	*100%*	-	*100%*	-	*100%*	-	*100%*	-
Sky Go (not Sky Store)	1	1	-	1	-	1	-	1	-	1	-	1	-
	*	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
Sky Store	*	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
ANY PAID ON-DEMAND SERVICE	39	12	3	13	5	19	3	15	1	16	3	21	-
	27%	*27%*	*15%*	*29%*	*27%*	*34%*	*14%*	*40%*	*7%*	*42%*	*18%*	*39%*	-
		31%	*7%*	*33%*	*12%*	*49%*	*8%*	*39%*	*3%*	*41%*	*9%*	*53%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
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Access services research

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		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base	147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
ANY SKY	2	1	-	1	-	1	-	1	-	1	-	1	-
	2%	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*1%*	-	*3%*	-
		23%	-	*23%*	-	*49%*	-	*23%*	-	*23%*	-	*59%*	-
None	107	32	15	32	13	38	18	23	18	22	15	33	17
	73%	*73%*	*85%*	*71%*	*73%*	*66%*	*86%*	*60%*	*93%*	*58%*	*82%*	*61%*	*100%*
		30%	*14%*	*30%*	*12%*	*35%*	*17%*	*21%*	*16%*	*20%*	*14%*	*30%*	*16%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.6 Which of the following free-to-access services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2302	1094	1208	710	970	622	1088	1214	1828	474	1786	181	198	137
Weighted Base	2302	1118	1184	762	1094	446	1170	1132	1870	432	1939	196	115	52
BBC iPlayer	962	487	474	362	513	87	627	335	765	196	816	86	44	16
	42%	*44%*	*40%*	*48%*	*47%*	*20%*	*54%*	*30%*	*41%*	*45%*	*42%*	*44%*	*38%*	*30%*
		51%	*49%*	38%e	53%e	*9%*	65%g	*35%*	*80%*	*20%*	85%m	9%m	*5%*	*2%*
ITV Hub (formerly ITV Player)	420	205	214	152	232	36	271	149	343	77	382	15	20	3
	18%	*18%*	*18%*	*20%*	*21%*	*8%*	*23%*	*13%*	*18%*	*18%*	*20%*	*8%*	*18%*	*6%*
		49%	*51%*	36%e	55%e	*9%*	65%g	*35%*	*82%*	*18%*	91%km	*4%*	5%km	*1%*
All 4	302	154	148	151	131	20	195	106	250	52	262	18	19	3
	13%	*14%*	*12%*	*20%*	*12%*	*4%*	*17%*	*9%*	*13%*	*12%*	*14%*	*9%*	*16%*	*6%*
		51%	*49%*	50%de	44%e	*7%*	65%g	*35%*	*83%*	*17%*	87%m	*6%*	6%km	*1%*
My5 (formerly Demand 5)	126	70	57	61	54	11	77	49	101	25	105	9	11	2
	5%	*6%*	*5%*	*8%*	*5%*	*2%*	*7%*	*4%*	*5%*	*6%*	*5%*	*5%*	*9%*	*4%*
		55%	*45%*	48%de	43%e	*9%*	61%g	*39%*	*80%*	*20%*	*83%*	*7%*	8%j	*2%*
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	83	49	34	28	46	9	48	35	65	17	68	5	8	2
	4%	*4%*	*3%*	*4%*	*4%*	*2%*	*4%*	*3%*	*3%*	*4%*	*3%*	*2%*	*7%*	*3%*
		59%	*41%*	*34%*	55%e	*11%*	*58%*	*42%*	*79%*	*21%*	*82%*	*6%*	10%jk	*2%*
STV Player	37	18	19	12	22	3	25	12	18	18	-	37	-	-
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*4%*	-	*19%*	-	-
		49%	*51%*	*33%*	60%e	*7%*	*68%*	*32%*	*50%*	50%h	-	100%jlm	-	-
UTV Player	6	2	4	2	4	1	3	3	4	2	-	-	-	6
	*	*	*	*	*	*	*	*	*	*1%*	-	-	-	*11%*
		33%	*67%*	*28%*	*63%*	*9%*	*48%*	*52%*	*62%*	*38%*	-	-	-	100%jkl
Other free-to-access service	21	13	8	8	11	2	15	5	21	-	18	2	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	-	*1%*	*1%*	-	-
		63%	*37%*	*37%*	*54%*	*8%*	74%g	*26%*	100%i	-	*89%*	*11%*	-	-
SUMMARY CODES														
ANY FREE ON-DEMAND SERVICE	1021	517	504	391	537	93	661	360	819	203	871	88	45	16
	44%	*46%*	*43%*	*51%*	*49%*	*21%*	*57%*	*32%*	*44%*	*47%*	*45%*	*45%*	*39%*	*31%*
		51%	*49%*	38%e	53%e	*9%*	65%g	*35%*	*80%*	*20%*	85%m	9%m	*4%*	*2%*
ANY PSB SERVICE	1006	509	497	386	531	90	652	354	805	201	858	86	45	16
	44%	*46%*	*42%*	*51%*	*48%*	*20%*	*56%*	*31%*	*43%*	*46%*	*44%*	*44%*	*39%*	*31%*
		51%	*49%*	38%e	53%e	*9%*	65%g	*35%*	*80%*	*20%*	85%m	9%m	*4%*	*2%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Access services research

Q.6 Which of the following free-to-access services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2302	1094	1208	710	970	622	1088	1214	1828	474	1786	181	198	137
Weighted Base	2302	1118	1184	762	1094	446	1170	1132	1870	432	1939	196	115	52
None	1281	601	680	371	557	352	508	772	1051	230	1068	107	70	36
	56%	*54%*	*57%*	*49%*	*51%*	*79%*	*43%*	*68%*	*56%*	*53%*	*55%*	*55%*	*61%*	*69%*
		47%	*53%*	*29%*	*43%*	28%cd	*40%*	60%f	*82%*	*18%*	*83%*	*8%*	*5%*	3%jk

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base**

Access services research

Q.6 Which of the following free-to-access services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

	Total	Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	2302	558	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	2302	493	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
BBC iPlayer	962	173	28	28	54	2	-	6	3	15	-	1	6	7
	42%	*35%*	*35%*	*31%*	*37%*	*10%*	-	*39%*	*44%*	*38%*	-	*21%*	*33%*	*28%*
		18%	*3%*	*3%*	*6%*	*	-	*1%*	*	*2%*	-	*	*1%*	*1%*
ITV Hub (formerly ITV Player)	420	80	11	13	23	1	-	1	2	7	-	1	2	2
	18%	*16%*	*13%*	*15%*	*16%*	*3%*	-	*4%*	*24%*	*18%*	-	*21%*	*12%*	*8%*
		19%	*3%*	*3%*	*5%*	*	-	*	*	*2%*	-	*	*1%*	*1%*
All 4	302	63	7	11	17	1	-	1	-	5	-	1	1	2
	13%	*13%*	*9%*	*12%*	*12%*	*3%*	-	*4%*	-	*13%*	-	*21%*	*5%*	*8%*
		21%	*2%*	*4%*	*6%*	*	-	*	-	*2%*	-	*	*	*1%*
My5 (formerly Demand 5)	126	34	6	4	9	1	-	1	-	5	-	1	1	1
	5%	*7%*	*8%*	*4%*	*6%*	*3%*	-	*4%*	-	*13%*	-	*21%*	*5%*	*2%*
		27%	*5%*	*3%*	*7%*	*	-	*	-	*4%*	-	*1%*	*1%*	*
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	83	24	2	4	6	-	-	-	1	1	-	1	1	-
	4%	*5%*	*2%*	*4%*	*4%*	-	-	-	*7%*	*3%*	-	*21%*	*5%*	-
		29%	*2%*	*4%*	*7%*	-	-	-	*1%*	*2%*	-	*1%*	*1%*	-
STV Player	37	7	1	-	1	-	-	-	1	-	-	-	-	-
	2%	*2%*	*1%*	-	*	-	-	-	*8%*	-	-	-	-	-
		20%	*2%*	-	*2%*	-	-	-	*2%*	-	-	-	-	-
UTV Player	6	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	-	-
		14%	-	-	-	-	-	-	-	-	-	-	-	-
Other free-to-access service	21	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*	-	-	-	-	-	-	-	-	-	-	-	-
		12%	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY FREE ON-DEMAND SERVICE	1021	183	29	29	56	2	-	6	3	15	-	1	6	7
	44%	*37%*	*37%*	*33%*	*38%*	*10%*	-	*39%*	*44%*	*38%*	-	*21%*	*33%*	*28%*
		18%	*3%*	*3%*	*5%*	*	-	*1%*	*	*1%*	-	*	*1%*	*1%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.6 Which of the following free-to-access services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	2302	558	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	2302	493	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
ANY PSB SERVICE	1006	181	29	29	56	2	-	6	3	15	-	1	6	7
	44%	*37%*	*37%*	*33%*	*38%*	*10%*	-	*39%*	*44%*	*38%*	-	*21%*	*33%*	*28%*
		18%	*3%*	*3%*	*6%*	*	-	*1%*	*	*2%*	-	*	*1%*	*1%*
None	1281	310	50	60	91	19	1	9	4	25	-	4	12	19
	56%	*63%*	*63%*	*67%*	*62%*	*90%*	*100%*	*61%*	*56%*	*62%*	-	*79%*	*67%*	*72%*
		24%	*4%*	*5%*	*7%*	*1%*	*	*1%*	*	*2%*	-	*	*1%*	*1%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.6 Which of the following free-to-access services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	2302	563	685	872	986	22	24	183	190
Weighted Base	2302	562	672	851	969	29**	28**	189	198
BBC iPlayer	962	347	377	485	548	22	19	125	133
	42%	*62%*	*56%*	*57%*	*57%*	*75%*	*67%*	*66%*	*67%*
		36%	*39%*	*50%*	*57%*	*2%*	*2%*	*13%*	*14%*
ITV Hub (formerly ITV Player)	420	173	196	238	264	13	15	63	66
	18%	*31%*	*29%*	*28%*	*27%*	*43%*	*54%*	*34%*	*33%*
		41%	*47%*	*57%*	*63%*	*3%*	*4%*	*15%*	*16%*
All 4	302	140	158	177	202	13	12	48	52
	13%	*25%*	*24%*	*21%*	*21%*	*44%*	*43%*	*26%*	*26%*
		46%	*52%*	*59%*	*67%*	*4%*	*4%*	*16%*	*17%*
My5 (formerly Demand 5)	126	56	61	69	77	7	7	19	22
	5%	*10%*	*9%*	*8%*	*8%*	*24%*	*24%*	*10%*	*11%*
		44%	*49%*	*55%*	*61%*	*5%*	*5%*	*15%*	*17%*
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	83	34	34	42	46	1	5	18	18
	4%	*6%*	*5%*	*5%*	*5%*	*5%*	*17%*	*10%*	*9%*
		41%	*41%*	*51%*	*55%*	*2%*	*6%*	*22%*	*22%*
STV Player	37	17	18	24	27	1	3	6	6
	2%	*3%*	*3%*	*3%*	*3%*	*4%*	*10%*	*3%*	*3%*
		47%	*49%*	*65%*	*72%*	*3%*	*7%*	*16%*	*16%*
UTV Player	6	4	4	4	5	-	-	*	*
	*	*1%*	*1%*	*	*	-	-	*	*
		59%	*66%*	*64%*	*80%*	-	-	*5%*	*5%*
Other free-to-access service	21	5	10	9	12	1	-	7	7
	1%	*1%*	*1%*	*1%*	*1%*	*5%*	-	*4%*	*3%*
		23%	*46%*	*45%*	*57%*	*7%*	-	*33%*	*33%*
SUMMARY CODES									
ANY FREE ON-DEMAND SERVICE	1021	365	404	514	584	23	23	133	143
	44%	*65%*	*60%*	*60%*	*60%*	*80%*	*83%*	*70%*	*72%*
		36%	*40%*	*50%*	*57%*	*2%*	*2%*	*13%*	*14%*
ANY PSB SERVICE	1006	361	401	508	577	23	23	131	140
	44%	*64%*	*60%*	*60%*	*60%*	*80%*	*83%*	*69%*	*71%*
		36%	*40%*	*50%*	*57%*	*2%*	*2%*	*13%*	*14%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.6 Which of the following free-to-access services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	2302	563	685	872	986	22	24	183	190
Weighted Base	2302	562	672	851	969	29**	28**	189	198
None	1281	197	268	336	385	6	5	56	56
	56%	*35%*	*40%*	*40%*	*40%*	*20%*	*17%*	*30%*	*28%*
		15%	*21%*	*26%*	*30%*	*	*	*4%*	*4%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.6 Which of the following free-to-access services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	2302	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	2302	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
BBC iPlayer	962	55	21	54	26	107	10	51	23	56	27	90	7
	42%	*55%*	*50%*	*55%*	*55%*	*61%*	*34%*	*57%*	*57%*	*61%*	*62%*	*61%*	*30%*
		6%	*2%*	*6%*	*3%*	*11%*	*1%*	*5%*	*2%*	*6%*	*3%*	*9%*	*1%*
ITV Hub (formerly ITV Player)	420	23	13	25	15	56	3	23	12	27	14	45	1
	18%	*24%*	*31%*	*26%*	*33%*	*32%*	*10%*	*26%*	*30%*	*30%*	*32%*	*30%*	*6%*
		6%	*3%*	*6%*	*4%*	*13%*	*1%*	*6%*	*3%*	*7%*	*3%*	*11%*	*
All 4	302	29	7	23	11	43	1	23	8	26	10	36	1
	13%	*29%*	*16%*	*24%*	*24%*	*24%*	*4%*	*26%*	*20%*	*29%*	*23%*	*24%*	*3%*
		10%	*2%*	*8%*	*4%*	*14%*	*	*8%*	*3%*	*9%*	*3%*	*12%*	*
My5 (formerly Demand 5)	126	8	3	8	6	18	1	8	3	12	3	14	1
	5%	*8%*	*7%*	*8%*	*12%*	*10%*	*4%*	*10%*	*8%*	*13%*	*7%*	*10%*	*3%*
		6%	*2%*	*6%*	*4%*	*14%*	*1%*	*7%*	*2%*	*10%*	*2%*	*11%*	*1%*
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	83	7	5	7	7	15	1	7	3	8	5	14	-
	4%	*7%*	*12%*	*7%*	*16%*	*9%*	*4%*	*8%*	*8%*	*9%*	*12%*	*9%*	-
		9%	*6%*	*8%*	*9%*	*18%*	*1%*	*8%*	*4%*	*10%*	*6%*	*17%*	-
STV Player	37	2	-	2	-	3	-	1	1	1	1	2	1
	2%	*2%*	-	*2%*	-	*2%*	-	*1%*	*3%*	*1%*	*3%*	*2%*	*4%*
		7%	-	*6%*	-	*8%*	-	*3%*	*3%*	*3%*	*3%*	*7%*	*3%*
UTV Player	6	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Other free-to-access service	21	2	2	2	1	7	-	2	2	3	1	6	-
	1%	*2%*	*5%*	*2%*	*2%*	*4%*	-	*2%*	*6%*	*3%*	*3%*	*4%*	-
		9%	*11%*	*9%*	*5%*	*33%*	-	*9%*	*11%*	*13%*	*7%*	*27%*	-
SUMMARY CODES													
ANY FREE ON-DEMAND SERVICE	1021	61	22	60	26	115	10	58	23	62	27	98	7
	44%	*62%*	*52%*	*62%*	*55%*	*66%*	*34%*	*66%*	*57%*	*68%*	*62%*	*66%*	*30%*
		6%	*2%*	*6%*	*2%*	*11%*	*1%*	*6%*	*2%*	*6%*	*3%*	*10%*	*1%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.6 Which of the following free-to-access services do you personally use nowadays to stream or download films or (television) programmes?
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availabilit y of audio description (a)	Any not satisfied with availabilit y of audio description (b)	Any satisfied with availabilit y of Signing (c)	Any not satisfied with availabilit y of Signing (d)	Any satisfied with availabilit y of Subtitles (e)	Any not satisfied with availabilit y of Subtitles (f)	Any satisfied with availabilit y of audio description (g)	Any not satisfied with availabilit y of audio description (h)	Any satisfied with availabilit y of Signing (i)	Any not satisfied with availabilit y of Signing (j)	Any satisfied with availabilit y of Subtitles (k)	Any not satisfied with availabilit y of Subtitles (l)
Unweighted Base	2302	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	2302	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
ANY PSB SERVICE	1006	59	22	58	26	113	10	57	23	61	27	96	7
	44%	*60%*	*52%*	*60%*	*55%*	*64%*	*34%*	*64%*	*57%*	*66%*	*62%*	*65%*	*30%*
		6%	*2%*	*6%*	*3%*	*11%*	*1%*	*6%*	*2%*	*6%*	*3%*	*10%*	*1%*
None	1281	38	20	37	21	61	20	30	17	29	16	51	17
	56%	*38%*	*48%*	*38%*	*45%*	*34%*	*66%*	*34%*	*43%*	*32%*	*38%*	*34%*	*70%*
		3%	*2%*	*3%*	*2%*	*5%*	*2%*	*2%*	*1%*	*2%*	*1%*	*4%*	*1%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.6 Which of the following free-to-access services do you personally use nowadays to stream or download films or (television) programmes?
Base: All with any hearing\visual impairment

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base	147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
BBC iPlayer	54	25	29	16	24	14	26	28	37	17	41	9	3	1
	37%	*42%*	*33%*	*63%*	*44%*	*21%*	*44%*	*32%*	*34%*	*45%*	*36%*	*41%*	*33%*	*20%*
		47%	*53%*	*30%*	*44%e*	*26%*	*49%*	*51%*	*68%*	*32%*	*77%*	*16%*	*6%*	*1%*
ITV Hub (formerly ITV Player)	23	12	11	6	9	8	13	11	16	7	19	3	1	-
	16%	*21%*	*12%*	*24%*	*17%*	*11%*	*21%*	*12%*	*14%*	*20%*	*17%*	*13%*	*13%*	-
		54%	*46%*	*26%*	*40%*	*34%*	*54%*	*46%*	*68%*	*32%*	*83%*	*12%*	*5%*	-
All 4	17	10	7	7	7	3	4	13	14	4	16	1	-	*
	12%	*16%*	*9%*	*28%*	*13%*	*5%*	*7%*	*15%*	*12%*	*10%*	*14%*	*7%*	-	*13%*
		57%	*43%*	*40%*	*40%*	*20%*	*23%*	*77%*	*78%*	*22%*	*90%*	*8%*	-	*2%*
My5 (formerly Demand 5)	9	6	3	5	1	3	3	7	7	2	8	1	-	-
	6%	*10%*	*4%*	*19%*	*2%*	*5%*	*5%*	*8%*	*6%*	*7%*	*7%*	*7%*	-	-
		66%	*34%*	*53%*	*10%*	*37%*	*29%*	*71%*	*73%*	*27%*	*85%*	*15%*	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	6	4	1	3	*	3	1	5	4	1	5	-	-	*
	4%	*7%*	*2%*	*10%*	*1%*	*4%*	*1%*	*6%*	*4%*	*3%*	*5%*	-	-	*13%*
		74%	*26%*	*45%*	*6%*	*49%*	*9%*	*91%*	*80%*	*20%*	*94%*	-	-	*6%*
STV Player	1	1	-	-	-	1	1	-	-	1	-	1	-	-
	*	*1%*	-	-	-	*1%*	*1%*	-	-	*2%*	-	*3%*	-	-
		100%	-	-	-	*100%*	*100%*	-	-	*100%*	-	*100%*	-	-
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other free-to-access service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY FREE ON-DEMAND SERVICE	56	26	30	18	24	14	26	30	39	17	43	9	3	1
	38%	*43%*	*35%*	*71%*	*45%*	*21%*	*44%*	*34%*	*36%*	*45%*	*38%*	*41%*	*33%*	*33%*
		46%	*54%*	*32%*	*43%e*	*25%*	*47%*	*53%*	*70%*	*30%*	*77%*	*15%*	*6%*	*2%*
ANY PSB SERVICE	56	26	30	18	24	14	26	30	39	17	43	9	3	1
	38%	*43%*	*35%*	*71%*	*45%*	*21%*	*44%*	*34%*	*36%*	*45%*	*38%*	*41%*	*33%*	*33%*
		46%	*54%*	*32%*	*43%e*	*25%*	*47%*	*53%*	*70%*	*30%*	*77%*	*15%*	*6%*	*2%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.6 Which of the following free-to-access services do you personally use nowadays to stream or download films or (television) programmes?
Base: All with any hearing\visual impairment

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base	147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
None	91	34	56	7	30	54	33	58	70	20	70	12	7	2
	62%	*57%*	*65%*	*29%*	*55%*	*79%*	*56%*	*66%*	*64%*	*55%*	*62%*	*59%*	*67%*	*67%*
		38%	*62%*	*8%*	*33%*	59%d	*37%*	*63%*	*77%*	*23%*	*77%*	*14%*	*7%*	*2%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.6 Which of the following free-to-access services do you personally use nowadays to stream or download films or (television) programmes?
Base: All with any hearing\visual impairment

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
BBC iPlayer	54	54	28	28	54	2	-	6	3	15	-	1	6	7
	37%	*37%*	*35%*	*31%*	*37%*	*10%*	-	*39%*	*44%*	*38%*	-	*21%*	*33%*	*28%*
		100%	*52%*	*52%*	*100%*	*4%*	-	*11%*	*6%*	*28%*	-	*2%*	*11%*	*14%*
ITV Hub (formerly ITV Player)	23	23	11	13	23	1	-	1	2	7	-	1	2	2
	16%	*16%*	*13%*	*15%*	*16%*	*3%*	-	*4%*	*24%*	*18%*	-	*21%*	*12%*	*8%*
		100%	*46%*	*57%*	*100%*	*3%*	-	*3%*	*8%*	*31%*	-	*5%*	*9%*	*9%*
All 4	17	17	7	11	17	1	-	1	-	5	-	1	1	2
	12%	*12%*	*9%*	*12%*	*12%*	*3%*	-	*4%*	-	*13%*	-	*21%*	*5%*	*8%*
		100%	*42%*	*62%*	*100%*	*3%*	-	*3%*	-	*31%*	-	*6%*	*5%*	*13%*
My5 (formerly Demand 5)	9	9	6	4	9	1	-	1	-	5	-	1	1	1
	6%	*6%*	*8%*	*4%*	*6%*	*3%*	-	*4%*	-	*13%*	-	*21%*	*5%*	*2%*
		100%	*64%*	*42%*	*100%*	*6%*	-	*6%*	-	*58%*	-	*12%*	*9%*	*6%*
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	6	6	2	4	6	-	-	-	1	1	-	1	1	-
	4%	*4%*	*2%*	*4%*	*4%*	-	-	-	*7%*	*3%*	-	*21%*	*5%*	-
		100%	*34%*	*66%*	*100%*	-	-	-	*9%*	*25%*	-	*20%*	*15%*	-
STV Player	1	1	1	-	1	-	-	-	1	-	-	-	-	-
	*	*	*1%*	-	*	-	-	-	*8%*	-	-	-	-	-
		100%	*100%*	-	*100%*	-	-	-	*100%*	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other free-to-access service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY FREE ON-DEMAND SERVICE	56	56	29	29	56	2	-	6	3	15	-	1	6	7
	38%	*38%*	*37%*	*33%*	*38%*	*10%*	-	*39%*	*44%*	*38%*	-	*21%*	*33%*	*28%*
		100%	*52%*	*51%*	*100%*	*4%*	-	*10%*	*6%*	*27%*	-	*2%*	*10%*	*13%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.6 Which of the following free-to-access services do you personally use nowadays to stream or download films or (television) programmes?
Base: All with any hearing\visual impairment

	Total	Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
ANY PSB SERVICE	56	56	29	29	56	2	-	6	3	15	-	1	6	7
	38%	*38%*	*37%*	*33%*	*38%*	*10%*	-	*39%*	*44%*	*38%*	-	*21%*	*33%*	*28%*
		100%	*52%*	*51%*	*100%*	*4%*	-	*10%*	*6%*	*27%*	-	*2%*	*10%*	*13%*
None	91	91	50	60	91	19	1	9	4	25	-	4	12	19
	62%	*62%*	*63%*	*67%*	*62%*	*90%*	*100%*	*61%*	*56%*	*62%*	-	*79%*	*67%*	*72%*
		100%	*55%*	*66%*	*100%*	*21%*	*1%*	*10%*	*5%*	*27%*	-	*5%*	*13%*	*21%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.6 Which of the following free-to-access services do you personally use nowadays to stream or download films or (television) programmes?
Base: All with any hearing\visual impairment

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	167	39	44	83	87	2	2	35	37
Weighted Base	147	34*	40*	76*	79*	3**	2**	32**	35*
BBC iPlayer	54	18	17	35	37	3	1	19	22
	37%	*52%*	*42%*	*46%*	*47%*	*100%*	*66%*	*60%*	*64%*
		33%	*32%*	*65%*	*69%*	*6%*	*3%*	*35%*	*41%*
ITV Hub (formerly ITV Player)	23	8	11	14	16	-	1	4	6
	16%	*25%*	*28%*	*19%*	*20%*	-	*66%*	*14%*	*16%*
		36%	*48%*	*61%*	*70%*	-	*6%*	*19%*	*25%*
All 4	17	4	9	11	11	-	-	3	3
	12%	*13%*	*23%*	*14%*	*14%*	-	-	*8%*	*8%*
		26%	*54%*	*62%*	*62%*	-	-	*15%*	*15%*
My5 (formerly Demand 5)	9	2	3	4	4	-	-	1	1
	6%	*6%*	*7%*	*6%*	*6%*	-	-	*4%*	*4%*
		21%	*32%*	*47%*	*47%*	-	-	*15%*	*15%*
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	6	2	2	2	2	-	-	-	-
	4%	*7%*	*6%*	*3%*	*3%*	-	-	-	-
		41%	*41%*	*41%*	*41%*	-	-	-	-
STV Player	1	1	1	1	1	-	-	-	-
	*	*2%*	*1%*	*1%*	*1%*	-	-	-	-
		100%	*100%*	*100%*	*100%*	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Other free-to-access service	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SUMMARY CODES									
ANY FREE ON-DEMAND SERVICE	56	19	19	38	40	3	1	19	22
	38%	*56%*	*48%*	*49%*	*50%*	*100%*	*66%*	*60%*	*64%*
		33%	*35%*	*67%*	*70%*	*6%*	*2%*	*34%*	*39%*
ANY PSB SERVICE	56	19	19	38	40	3	1	19	22
	38%	*56%*	*48%*	*49%*	*50%*	*100%*	*66%*	*60%*	*64%*
		33%	*35%*	*67%*	*70%*	*6%*	*2%*	*34%*	*39%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.6 Which of the following free-to-access services do you personally use nowadays to stream or download films or (television) programmes?
Base: All with any hearing\visual impairment

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	167	39	44	83	87	2	2	35	37
Weighted Base	147	34*	40*	76*	79*	3**	2**	32**	35*
None	91	15	21	39	40	-	1	13	13
	62%	*44%*	*52%*	*51%*	*50%*	-	*34%*	*40%*	*36%*
		16%	*23%*	*43%*	*44%*	-	*1%*	*14%*	*14%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.6 Which of the following free-to-access services do you personally use nowadays to stream or download films or (television) programmes?
Base: All with any hearing\visual impairment

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base	147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
BBC iPlayer	54	18	6	17	7	26	7	19	4	21	5	27	2
	37%	*40%*	*32%*	*39%*	*39%*	*46%*	*31%*	*51%*	*23%*	*55%*	*27%*	*50%*	*13%*
		34%	*11%*	*32%*	*13%*	*49%*	*12%*	*36%*	*8%*	*39%*	*10%*	*50%*	*4%*
ITV Hub (formerly ITV Player)	23	4	4	5	5	9	3	3	3	4	3	8	1
	16%	*9%*	*23%*	*11%*	*29%*	*15%*	*14%*	*7%*	*14%*	*11%*	*18%*	*15%*	*3%*
		17%	*18%*	*20%*	*22%*	*37%*	*13%*	*12%*	*12%*	*18%*	*15%*	*35%*	*3%*
All 4	17	5	-	5	1	5	1	4	-	5	-	5	-
	12%	*12%*	-	*12%*	*8%*	*9%*	*5%*	*10%*	-	*14%*	-	*10%*	-
		30%	-	*30%*	*8%*	*30%*	*6%*	*23%*	-	*31%*	-	*31%*	-
My5 (formerly Demand 5)	9	3	-	3	1	3	1	3	-	4	-	4	-
	6%	*6%*	-	*6%*	*8%*	*5%*	*5%*	*7%*	-	*11%*	-	*8%*	-
		30%	-	*30%*	*15%*	*30%*	*12%*	*30%*	-	*45%*	-	*45%*	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	6	2	-	2	1	2	1	2	-	3	-	3	-
	4%	*4%*	-	*4%*	*8%*	*3%*	*5%*	*5%*	-	*9%*	-	*6%*	-
		34%	-	*34%*	*25%*	*34%*	*20%*	*34%*	-	*59%*	-	*59%*	-
STV Player	1	-	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	*1%*	-	-	-	-	-	-	-
		-	-	-	-	*100%*	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Other free-to-access service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
ANY FREE ON-DEMAND SERVICE	56	19	6	19	7	27	7	21	4	22	5	28	2
	38%	*43%*	*32%*	*41%*	*39%*	*48%*	*31%*	*54%*	*23%*	*58%*	*27%*	*52%*	*13%*
		34%	*10%*	*33%*	*12%*	*49%*	*12%*	*37%*	*8%*	*39%*	*9%*	*50%*	*4%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.6 Which of the following free-to-access services do you personally use nowadays to stream or download films or (television) programmes?
Base: All with any hearing\visual impairment

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base	147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
ANY PSB SERVICE	56	19	6	19	7	27	7	21	4	22	5	28	2
	38%	*43%*	*32%*	*41%*	*39%*	*48%*	*31%*	*54%*	*23%*	*58%*	*27%*	*52%*	*13%*
		34%	*10%*	*33%*	*12%*	*49%*	*12%*	*37%*	*8%*	*39%*	*9%*	*50%*	*4%*
None	91	25	12	26	11	30	15	17	15	16	14	26	15
	62%	*57%*	*68%*	*59%*	*61%*	*52%*	*69%*	*46%*	*77%*	*42%*	*73%*	*48%*	*87%*
		28%	*14%*	*29%*	*12%*	*33%*	*16%*	*19%*	*16%*	*18%*	*15%*	*28%*	*17%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.7 Have you ever come across any of these services designed to help with any difficulty seeing or hearing, on films or (television) programmes?
Base: All Adults 16+ in UK

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2302	1094	1208	710	970	622	1088	1214	1828	474	1786	181	198	137
Weighted Base	2302	1118	1184	762	1094	446	1170	1132	1870	432	1939	196	115	52
Audio description for those with any difficulty seeing	562	280	281	212	281	69	329	233	436	126	450	52	43	17
	24%	*25%*	*24%*	*28%*	*26%*	*15%*	*28%*	*21%*	*23%*	*29%*	*23%*	*26%*	*38%*	*32%*
		50%	*50%*	38%e	50%e	*12%*	59%g	*41%*	*78%*	22%h	*80%*	*9%*	8%jk	3%j
Signing for those with any difficulty hearing	672	317	354	226	352	94	392	279	519	152	542	57	45	28
	29%	*28%*	*30%*	*30%*	*32%*	*21%*	*34%*	*25%*	*28%*	*35%*	*28%*	*29%*	*39%*	*53%*
		47%	*53%*	34%e	52%e	*14%*	58%g	*42%*	*77%*	23%h	*81%*	*8%*	7%j	4%jkl
Subtitles for those with any difficulty hearing	851	406	445	299	421	131	484	367	652	198	672	82	65	31
	37%	*36%*	*38%*	*39%*	*38%*	*29%*	*41%*	*32%*	*35%*	*46%*	*35%*	*42%*	*56%*	*59%*
		48%	*52%*	35%e	49%e	*15%*	57%g	*43%*	*77%*	23%h	*79%*	*10%*	8%jk	4%jk
Other type of service for those with any difficulty hearing or seeing	4	3	1	1	2	1	3	1	4	-	4	-	-	-
	*	*	*	*	*	*	*	*	*	-	*	-	-	-
		79%	*21%*	*31%*	*50%*	*19%*	*79%*	*21%*	*100%*	-	*100%*	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	972	462	509	341	484	147	547	425	759	213	778	88	71	34
	42%	*41%*	*43%*	*45%*	*44%*	*33%*	*47%*	*37%*	*41%*	*49%*	*40%*	*45%*	*62%*	*65%*
		48%	*52%*	35%e	50%e	*15%*	56%g	*44%*	*78%*	22%h	*80%*	*9%*	7%jk	3%jk
None	1291	647	643	414	587	290	607	684	1073	218	1128	102	42	19
	56%	*58%*	*54%*	*54%*	*54%*	*65%*	*52%*	*60%*	*57%*	*50%*	*58%*	*52%*	*37%*	*35%*
		50%	*50%*	*32%*	*45%*	22%cd	*47%*	53%f	83%i	*17%*	87%lm	8%lm	*3%*	*1%*
Don't know	40	8	31	7	23	9	16	24	38	2	33	6	1	-
	2%	*1%*	*3%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*	*2%*	*3%*	*1%*	-
		21%	79%a	*19%*	*59%*	*22%*	*39%*	*61%*	96%i	*4%*	*83%*	*15%*	*3%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base**

Access services research

Q.7 Have you ever come across any of these services designed to help with any difficulty seeing or hearing, on films or (television) programmes?
Base: All Adults 16+ in UK

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	2302	558	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	2302	493	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Audio description for those with any difficulty seeing	562	124	20	18	34	4	-	1	2	13	-	-	2	5
	24%	*25%*	*25%*	*20%*	*23%*	*21%*	-	*8%*	*26%*	*33%*	-	-	*10%*	*20%*
		22%	*4%*	*3%*	*6%*	*1%*	-	*	*	*2%*	-	-	*	*1%*
Signing for those with any difficulty hearing	672	154	22	24	40	6	-	2	2	15	-	-	2	4
	29%	*31%*	*28%*	*27%*	*27%*	*30%*	-	*13%*	*20%*	*37%*	-	-	*10%*	*16%*
		23%	*3%*	*4%*	*6%*	*1%*	-	*	*	*2%*	-	-	*	*1%*
Subtitles for those with any difficulty hearing	851	211	49	39	76	11	*	10	6	25	-	1	4	12
	37%	*43%*	*61%*	*44%*	*52%*	*53%*	*30%*	*67%*	*81%*	*63%*	-	*18%*	*21%*	*47%*
		25%	6%ac	*5%*	*9%*	*1%*	*	*1%*	*1%*	*3%*	-	*	*	*1%*
Other type of service for those with any difficulty hearing or seeing	4	2	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	-	-
		40%	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	972	239	51	40	79	12	*	10	6	28	-	1	4	12
	42%	*48%*	*64%*	*45%*	*54%*	*56%*	*30%*	*67%*	*81%*	*69%*	-	*18%*	*24%*	*47%*
		25%	5%ac	*4%*	*8%*	*1%*	*	*1%*	*1%*	*3%*	-	*	*	*1%*
None	1291	246	28	47	66	9	1	5	2	12	-	4	13	14
	56%	*50%*	*36%*	*53%*	*45%*	*44%*	*70%*	*33%*	*19%*	*31%*	-	*82%*	*73%*	*51%*
		19%b	*2%*	4%b	*5%*	*1%*	*	*	*	*1%*	-	*	*1%*	*1%*
Don't know	40	8	-	2	2	-	-	-	-	-	-	-	1	1
	2%	*2%*	-	*2%*	*1%*	-	-	-	-	-	-	-	*3%*	*2%*
		21%	-	*5%*	*5%*	-	-	-	-	-	-	-	*1%*	*1%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.7 Have you ever come across any of these services designed to help with any difficulty seeing or hearing, on films or (television) programmes?
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	2302	563	685	872	986	22	24	183	190
Weighted Base	2302	562	672	851	969	29**	28**	189	198
Audio description for those with any difficulty seeing	562	562	465	503	562	22	18	97	102
	24%	*100%*	*69%*	*59%*	*58%*	*75%*	*64%*	*51%*	*52%*
		100%bcd	83%cd	*89%*	*100%*	*4%*	*3%*	*17%*	*18%*
Signing for those with any difficulty hearing	672	465	672	591	672	17	22	92	96
	29%	*83%*	*100%*	*69%*	*69%*	*60%*	*79%*	*49%*	*48%*
		69%cd	100%acd	*88%*	*100%*	*3%*	*3%*	*14%*	*14%*
Subtitles for those with any difficulty hearing	851	503	591	851	851	20	24	168	171
	37%	*89%*	*88%*	*100%*	*88%*	*69%*	*84%*	*89%*	*86%*
		59%	*69%*	100%abd	*100%*	*2%*	*3%*	*20%*	*20%*
Other type of service for those with any difficulty hearing or seeing	4	1	-	1	1	-	-	1	1
	*	*	-	*	*	-	-	*	*
		29%	-	*29%*	*29%*	-	-	*21%*	*21%*
SUMMARY CODE									
ANY ACCESS SERVICE	972	562	672	851	969	25	28	177	184
	42%	*100%*	*100%*	*100%*	*100%*	*84%*	*97%*	*93%*	*93%*
		58%	*69%*	*88%*	*100%*	*3%*	*3%*	*18%*	*19%*
None	1291	-	-	-	-	5	1	12	15
	56%	-	-	-	-	*16%*	*3%*	*7%*	*7%*
		-	-	-	-	*	*	*1%*	*1%*
Don't know	40	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.7 Have you ever come across any of these services designed to help with any difficulty seeing or hearing, on films or (television) programmes?
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	2302	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	2302	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Audio description for those with any difficulty seeing	562	52	12	39	18	84	6	43	12	42	15	69	7
	24%	*52%*	*28%*	*40%*	*40%*	*48%*	*21%*	*48%*	*29%*	*46%*	*35%*	*46%*	*27%*
		9%b	*2%*	*7%*	*3%*	15%b	*1%*	*8%*	*2%*	*7%*	*3%*	*12%*	*1%*
Signing for those with any difficulty hearing	672	43	20	34	22	80	9	39	18	37	19	65	8
	29%	*44%*	*48%*	*36%*	*47%*	*46%*	*32%*	*44%*	*45%*	*41%*	*44%*	*44%*	*33%*
		6%	*3%*	*5%*	*3%*	*12%*	*1%*	*6%*	*3%*	*6%*	*3%*	*10%*	*1%*
Subtitles for those with any difficulty hearing	851	77	30	66	34	144	17	66	24	67	27	121	11
	37%	*77%*	*71%*	*68%*	*73%*	*82%*	*57%*	*75%*	*60%*	*73%*	*64%*	*81%*	*44%*
		9%	*4%*	*8%*	*4%*	17%c	*2%*	*8%*	*3%*	*8%*	*3%*	14%hj	*1%*
Other type of service for those with any difficulty hearing or seeing	4	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
ANY ACCESS SERVICE	972	83	32	73	34	155	17	74	25	75	27	128	11
	42%	*84%*	*75%*	*76%*	*74%*	*88%*	*57%*	*83%*	*62%*	*83%*	*64%*	*86%*	*46%*
		9%	*3%*	*8%*	*4%*	16%bcd	*2%*	8%hj	*3%*	8%hj	*3%*	13%hj	*1%*
None	1291	15	11	22	12	20	13	14	15	15	15	20	13
	56%	*15%*	*25%*	*23%*	*26%*	*11%*	*43%*	*16%*	*38%*	*16%*	*36%*	*13%*	*54%*
		1%	1%e	2%e	1%e	*2%*	*1%*	*1%*	1%gik	*1%*	1%gik	*2%*	*1%*
Don't know	40	1	-	1	-	1	-	1	-	1	-	1	-
	2%	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-
		2%	-	*2%*	-	*2%*	-	*2%*	-	*2%*	-	*2%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.7 Have you ever come across any of these services designed to help with any difficulty seeing or hearing, on films or (television) programmes?
Base: All with any hearing\visual impairment

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base	147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
Audio description for those with any difficulty seeing	34	13	20	7	15	11	16	18	24	9	26	5	2	*
	23%	*22%*	*24%*	*30%*	*29%*	*16%*	*27%*	*20%*	*22%*	*25%*	*23%*	*23%*	*25%*	*13%*
		39%	*61%*	*22%*	*46%*	*32%*	*47%*	*53%*	*72%*	*28%*	*77%*	*14%*	*7%*	*1%*
Signing for those with any difficulty hearing	40	14	26	8	21	12	21	19	27	13	32	5	3	*
	27%	*24%*	*30%*	*30%*	*39%*	*17%*	*36%*	*22%*	*25%*	*35%*	*28%*	*24%*	*31%*	*13%*
		36%	*64%*	*19%*	52%e	*29%*	*53%*	*47%*	*67%*	*33%*	*79%*	*12%*	*8%*	*1%*
Subtitles for those with any difficulty hearing	76	28	49	19	32	25	30	46	54	22	56	13	6	2
	52%	*46%*	*56%*	*75%*	*59%*	*38%*	*51%*	*52%*	*49%*	*60%*	*49%*	*62%*	*59%*	*58%*
		36%	*64%*	*25%*	42%e	*33%*	*40%*	*60%*	*71%*	*29%*	*73%*	*17%*	*8%*	*2%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	79	28	51	19	33	27	33	46	55	24	57	14	6	2
	54%	*47%*	*59%*	*75%*	*61%*	*40%*	*55%*	*53%*	*50%*	*65%*	*50%*	*68%*	*64%*	*58%*
		36%	*64%*	*24%*	42%e	*34%*	*41%*	*59%*	*69%*	*31%*	*72%*	*18%*	*8%*	*2%*
None	66	32	34	6	21	39	27	39	53	13	55	7	3	1
	45%	*53%*	*39%*	*25%*	*39%*	*57%*	*45%*	*45%*	*48%*	*34%*	*49%*	*32%*	*26%*	*42%*
		49%	*51%*	*10%*	*32%*	*59%*	*40%*	*60%*	*81%*	*19%*	*84%*	*10%*	*4%*	*2%*
Don't know	2	-	2	-	-	2	-	2	1	1	1	-	1	-
	1%	-	*2%*	-	-	*3%*	-	*2%*	*1%*	*1%*	*1%*	-	*10%*	-
		-	*100%*	-	-	*100%*	-	*100%*	*74%*	*26%*	*48%*	-	*52%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.7 Have you ever come across any of these services designed to help with any difficulty seeing or hearing, on films or (television) programmes?
Base: All with any hearing\visual impairment

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Audio description for those with any difficulty seeing	34	34	20	18	34	4	-	1	2	13	-	-	2	5
	23%	*23%*	*25%*	*20%*	*23%*	*21%*	-	*8%*	*26%*	*33%*	-	-	*10%*	*20%*
		100%	*59%*	*54%*	*100%*	*13%*	-	*4%*	*6%*	*39%*	-	-	*5%*	*16%*
Signing for those with any difficulty hearing	40	40	22	24	40	6	-	2	2	15	-	-	2	4
	27%	*27%*	*28%*	*27%*	*27%*	*30%*	-	*13%*	*20%*	*37%*	-	-	*10%*	*16%*
		100%	*56%*	*61%*	*100%*	*16%*	-	*5%*	*4%*	*37%*	-	-	*4%*	*11%*
Subtitles for those with any difficulty hearing	76	76	49	39	76	11	*	10	6	25	-	1	4	12
	52%	*52%*	*61%*	*44%*	*52%*	*53%*	*30%*	*67%*	*81%*	*63%*	-	*18%*	*21%*	*47%*
		100%	64%c	*51%*	*100%*	*15%*	*	*13%*	*8%*	*33%*	-	*1%*	*5%*	*16%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	79	79	51	40	79	12	*	10	6	28	-	1	4	12
	54%	*54%*	*64%*	*45%*	*54%*	*56%*	*30%*	*67%*	*81%*	*69%*	-	*18%*	*24%*	*47%*
		100%	65%c	*50%*	*100%*	*15%*	*	*13%*	*8%*	*35%*	-	*1%*	*5%*	*16%*
None	66	66	28	47	66	9	1	5	2	12	-	4	13	14
	45%	*45%*	*36%*	*53%*	*45%*	*44%*	*70%*	*33%*	*19%*	*31%*	-	*82%*	*73%*	*51%*
		100%	*43%*	71%b	*100%*	*14%*	*1%*	*7%*	*2%*	*19%*	-	*7%*	*20%*	*21%*
Don't know	2	2	-	2	2	-	-	-	-	-	-	-	1	1
	1%	*1%*	-	*2%*	*1%*	-	-	-	-	-	-	-	*3%*	*2%*
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	*26%*	*26%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.7 Have you ever come across any of these services designed to help with any difficulty seeing or hearing, on films or (television) programmes?
Base: All with any hearing\visual impairment

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	167	39	44	83	87	2	2	35	37
Weighted Base	147	34*	40*	76*	79*	3**	2**	32**	35*
Audio description for those with any difficulty seeing	34	34	25	33	34	2	2	12	13
	23%	*100%*	*61%*	*43%*	*42%*	*52%*	*100%*	*37%*	*37%*
		100%bcd	*73%*	*97%*	*100%*	*5%*	*6%*	*34%*	*39%*
Signing for those with any difficulty hearing	40	25	40	38	40	-	2	6	8
	27%	*73%*	*100%*	*50%*	*51%*	-	*100%*	*20%*	*22%*
		61%cd	100%acd	*95%*	*100%*	-	*5%*	*16%*	*19%*
Subtitles for those with any difficulty hearing	76	33	38	76	76	2	2	30	31
	52%	*97%*	*95%*	*100%*	*96%*	*52%*	*100%*	*95%*	*91%*
		43%	*50%*	*100%*	*100%*	*2%*	*3%*	*39%*	*41%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SUMMARY CODE									
ANY ACCESS SERVICE	79	34	40	76	79	2	2	30	31
	54%	*100%*	*100%*	*100%*	*100%*	*52%*	*100%*	*95%*	*91%*
		42%	*51%*	*96%*	*100%*	*2%*	*3%*	*38%*	*40%*
None	66	-	-	-	-	2	-	2	3
	45%	-	-	-	-	*48%*	-	*5%*	*9%*
		-	-	-	-	*2%*	-	*2%*	*5%*
Don't know	2	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.7 Have you ever come across any of these services designed to help with any difficulty seeing or hearing, on films or (television) programmes?
Base: All with any hearing\visual impairment

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base	147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
Audio description for those with any difficulty seeing	34	14	5	11	4	16	3	11	5	11	4	14	3
	23%	*32%*	*25%*	*24%*	*24%*	*28%*	*14%*	*28%*	*24%*	*28%*	*22%*	*27%*	*19%*
		42%	*13%*	*33%*	*12%*	*47%*	*9%*	*31%*	*14%*	*31%*	*12%*	*43%*	*10%*
Signing for those with any difficulty hearing	40	14	6	13	6	17	3	13	4	12	4	15	3
	27%	*31%*	*32%*	*29%*	*32%*	*30%*	*14%*	*34%*	*21%*	*32%*	*22%*	*28%*	*16%*
		34%	*15%*	*32%*	*14%*	*42%*	*8%*	*32%*	*10%*	*31%*	*10%*	*37%*	*7%*
Subtitles for those with any difficulty hearing	76	31	7	29	8	40	10	25	7	28	7	38	5
	52%	*70%*	*38%*	*64%*	*44%*	*71%*	*48%*	*67%*	*36%*	*73%*	*37%*	*72%*	*31%*
		41%	*9%*	*38%*	*10%*	*53%*	*14%*	*33%*	*9%*	*36%*	*9%*	*50%*	*7%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
ANY ACCESS SERVICE	79	31	9	29	8	41	10	25	7	28	7	38	6
	54%	*70%*	*49%*	*64%*	*44%*	*72%*	*48%*	*67%*	*39%*	*73%*	*37%*	*72%*	*34%*
		39%	*11%*	*36%*	*10%*	*52%*	*13%*	*32%*	*9%*	*35%*	*9%*	*49%*	*7%*
None	66	13	9	15	10	15	11	12	12	9	12	14	11
	45%	*28%*	*51%*	*34%*	*56%*	*26%*	*52%*	*30%*	*61%*	*25%*	*63%*	*26%*	*66%*
		19%	*14%*	*23%*	*15%*	*23%*	*17%*	*18%*	*18%*	*14%*	*18%*	*21%*	*17%*
Don't know	2	1	-	1	-	1	-	1	-	1	-	1	-
	1%	*2%*	-	*2%*	-	*2%*	-	*3%*	-	*3%*	-	*2%*	-
		48%	-	*48%*	-	*48%*	-	*48%*	-	*48%*	-	*48%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service?
Base: All Adults 16+ in UK

	Sky - Digital Satellite TV for a monthly subscription	Satellite TV from someone other than Sky	Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	Virgin Media through cable	Freeview (excluding Freeview Play)	Freeview Play	YouView set top box	BT TV (formerly BT Vision)	Talk Talk TV	Other
Unweighted Base	678	15	62	253	653	30	8	82	44	33
Weighted Base	675	17	63	275	603	27	7	89	45	32
Audio description for those with any difficulty seeing	8	-	1	6	3	-	-	2	-	-
	1%	-	*2%*	*2%*	*	-	-	*2%*	-	-
Signing for those with any difficulty hearing	10	-	-	4	7	-	-	2	-	-
	1%	-	-	*2%*	*1%*	-	-	*2%*	-	-
Subtitles for those with any difficulty hearing	49	2	3	18	58	2	1	11	3	3
	7%	*9%*	*5%*	*7%*	*10%*	*6%*	*16%*	*13%*	*6%*	*8%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE										
ANY ACCESS SERVICE	54	2	3	20	59	2	1	11	3	3
	8%	*9%*	*5%*	*7%*	*10%*	*6%*	*16%*	*13%*	*6%*	*8%*
None of these	609	15	60	254	538	23	5	78	41	29
	90%	*85%*	*95%*	*92%*	*89%*	*84%*	*72%*	*87%*	*92%*	*92%*
Don't know	13	1	-	1	6	3	1	-	1	-
	2%	*5%*	-	*	*1%*	*10%*	*12%*	-	*2%*	-

KANTAR MEDIA

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Total
Base: All Adults 16+ in UK

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2302	1094	1208	710	970	622	1088	1214	1828	474	1786	181	198	137
Weighted Base	2302	1118	1184	762	1094	446	1170	1132	1870	432	1939	196	115	52
Audio description for those with any difficulty seeing	22	14	9	8	14	-	12	10	21	1	20	1	1	-
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	-
		61%	*39%*	37%e	63%e	-	*54%*	*46%*	*94%*	*6%*	*91%*	*6%*	*3%*	-
Signing for those with any difficulty hearing	25	11	14	8	15	2	15	10	25	-	21	3	1	-
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	-
		46%	*54%*	*32%*	*59%*	*9%*	*61%*	*39%*	100%i	-	*86%*	*11%*	*3%*	-
Subtitles for those with any difficulty hearing	170	78	92	52	84	33	114	56	138	32	142	16	9	2
	7%	*7%*	*8%*	*7%*	*8%*	*8%*	*10%*	*5%*	*7%*	*7%*	*7%*	*8%*	*8%*	*4%*
		46%	*54%*	*30%*	*50%*	*20%*	67%g	*33%*	*81%*	*19%*	*84%*	*9%*	*6%*	*1%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	177	80	96	54	89	33	120	56	144	32	149	16	9	2
	8%	*7%*	*8%*	*7%*	*8%*	*8%*	*10%*	*5%*	*8%*	*7%*	*8%*	*8%*	*8%*	*4%*
		46%	*54%*	*31%*	*50%*	*19%*	68%g	*32%*	*82%*	*18%*	*84%*	*9%*	*5%*	*1%*
None of these	2077	1020	1057	693	980	404	1036	1040	1679	398	1751	171	104	50
	90%	*91%*	*89%*	*91%*	*90%*	*91%*	*89%*	*92%*	*90%*	*92%*	*90%*	*87%*	*91%*	*96%*
		49%	*51%*	*33%*	*47%*	*19%*	*50%*	50%f	*81%*	*19%*	*84%*	*8%*	*5%*	2%jk
Don't know	49	18	31	15	26	8	13	36	46	2	38	9	1	-
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*1%*	*2%*	*5%*	*1%*	-
		36%	*64%*	*31%*	*53%*	*17%*	*26%*	74%f	95%i	*5%*	*79%*	19%jm	*2%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base**

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Total
Base: All Adults 16+ in UK

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	2302	558	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	2302	493	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Audio description for those with any difficulty seeing	22	9	2	-	2	-	-	-	-	2	-	-	-	-
	1%	*2%*	*2%*	-	*1%*	-	-	-	-	*4%*	-	-	-	-
		41%	*8%*	-	*8%*	-	-	-	-	*8%*	-	-	-	-
Signing for those with any difficulty hearing	25	7	1	1	2	-	-	-	-	1	-	-	1	-
	1%	*1%*	*1%*	*2%*	*1%*	-	-	-	-	*2%*	-	-	*8%*	-
		28%	*3%*	*5%*	*8%*	-	-	-	-	*3%*	-	-	*5%*	-
Subtitles for those with any difficulty hearing	170	51	21	10	26	4	*	4	2	12	-	1	-	4
	7%	*10%*	*26%*	*11%*	*18%*	*19%*	*30%*	*24%*	*30%*	*30%*	-	*18%*	-	*17%*
		30%	12%ac	*6%*	15%a	*2%*	*	*2%*	*1%*	*7%*	-	*1%*	-	*3%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	177	54	21	11	28	4	*	4	2	12	-	1	1	4
	8%	*11%*	*26%*	*13%*	*19%*	*19%*	*30%*	*24%*	*30%*	*30%*	-	*18%*	*8%*	*17%*
		31%	12%ac	*6%*	16%a	*2%*	*	*2%*	*1%*	*7%*	-	*1%*	*1%*	*2%*
None of these	2077	431	58	76	117	17	1	10	6	28	-	4	16	22
	90%	*87%*	*73%*	*86%*	*80%*	*81%*	*70%*	*70%*	*70%*	*70%*	-	*82%*	*92%*	*83%*
		21%bd	*3%*	4%b	*6%*	*1%*	*	*	*	*1%*	-	*	*1%*	*1%*
Don't know	49	8	1	1	2	-	-	1	-	-	-	-	-	-
	2%	*2%*	*1%*	*1%*	*1%*	-	-	*6%*	-	-	-	-	-	-
		16%	*2%*	*2%*	*4%*	-	-	*2%*	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Total
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8 Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	2302	563	685	872	986	22	24	183	190
Weighted Base	2302	562	672	851	969	29**	28**	189	198
Audio description for those with any difficulty seeing	22	20	14	17	22	22	13	18	22
	1%	*4%*	*2%*	*2%*	*2%*	*77%*	*44%*	*10%*	*11%*
		90%	*65%*	*77%*	*97%*	*100%*	*56%*	*81%*	*100%*
Signing for those with any difficulty hearing	25	17	20	21	24	13	25	22	25
	1%	*3%*	*3%*	*2%*	*2%*	*43%*	*88%*	*12%*	*13%*
		66%	*80%*	*85%*	*97%*	*50%*	*100%*	*89%*	*100%*
Subtitles for those with any difficulty hearing	170	91	85	154	160	19	24	170	170
	7%	*16%*	*13%*	*18%*	*17%*	*67%*	*85%*	*90%*	*85%*
		53%	*50%*	91%b	94%b	*11%*	*14%*	*100%*	*100%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SUMMARY CODE									
ANY ACCESS SERVICE	177	96	89	157	167	24	27	170	177
	8%	*17%*	*13%*	*18%*	*17%*	*81%*	*94%*	*90%*	*89%*
		54%	*51%*	89%b	95%b	*13%*	*15%*	*96%*	*100%*
None of these	2077	464	582	691	797	4	2	19	21
	90%	*83%*	*87%*	*81%*	*82%*	*15%*	*6%*	*10%*	*11%*
		22%	28%cd	*33%*	*38%*	*	*	*1%*	*1%*
Don't know	49	2	-	3	5	1	-	-	1
	2%	*	-	*	*	*3%*	-	-	*
		3%	-	*6%*	*9%*	*2%*	-	-	*2%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Total
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	2302	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	2302	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Audio description for those with any difficulty seeing	22	12	-	11	-	15	-	12	-	13	-	13	-
	1%	*12%*	-	*11%*	-	*8%*	-	*14%*	-	*14%*	-	*9%*	-
		55%bd	-	48%bd	-	*66%*	-	55%hj	-	57%hj	-	*59%*	-
Signing for those with any difficulty hearing	25	8	7	8	4	11	3	8	7	7	6	11	3
	1%	*8%*	*15%*	*9%*	*9%*	*6%*	*9%*	*9%*	*16%*	*8%*	*14%*	*7%*	*14%*
		30%	*26%*	*33%*	*17%*	*43%*	*11%*	*31%*	*26%*	*30%*	*23%*	*43%*	*14%*
Subtitles for those with any difficulty hearing	170	57	22	51	25	121	9	46	20	50	22	97	7
	7%	*58%*	*51%*	*53%*	*53%*	*69%*	*30%*	*52%*	*50%*	*55%*	*51%*	*65%*	*29%*
		34%	*13%*	*30%*	*15%*	71%bc	*5%*	*27%*	*12%*	*30%*	*13%*	*57%*	*4%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
ANY ACCESS SERVICE	177	60	23	54	26	126	9	49	22	55	23	101	7
	8%	*61%*	*55%*	*56%*	*56%*	*72%*	*30%*	*56%*	*54%*	*60%*	*54%*	*68%*	*29%*
		34%	*13%*	*31%*	*15%*	72%bc	*5%*	*28%*	*12%*	*31%*	*13%*	*57%*	*4%*
None of these	2077	37	19	40	20	47	21	38	19	34	19	46	17
	90%	*38%*	*45%*	*41%*	*44%*	*26%*	*70%*	*42%*	*46%*	*37%*	*46%*	*31%*	*71%*
		2%	1%e	2%e	1%e	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*
Don't know	49	2	-	3	-	3	-	2	-	3	-	2	-
	2%	*2%*	-	*3%*	-	*2%*	-	*2%*	-	*3%*	-	*1%*	-
		4%	-	*6%*	-	*6%*	-	*4%*	-	*6%*	-	*4%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Sky - Digital Satellite TV for a monthly subscription
Base: All Adults 16+ in UK

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	678	338	340	215	320	143	334	344	522	156	493	59	61	65
Weighted Base	675	341	334	225	352	98	366	309	545	130	543	68*	38*	26*
Audio description for those with any difficulty seeing	8	6	2	3	6	-	4	4	8	-	8	-	-	-
	1%	*2%*	*1%*	*1%*	*2%*	-	*1%*	*1%*	*1%*	-	*2%*	-	-	-
		74%	*26%*	*32%*	*68%*	-	*50%*	*50%*	*100%*	-	*100%*	-	-	-
Signing for those with any difficulty hearing	10	3	7	3	6	-	7	2	10	-	10	-	-	-
	1%	*1%*	*2%*	*1%*	*2%*	-	*2%*	*1%*	*2%*	-	*2%*	-	-	-
		31%	*69%*	*34%*	*66%*	-	*77%*	*23%*	*100%*	-	*100%*	-	-	-
Subtitles for those with any difficulty hearing	49	22	27	15	28	6	32	18	40	10	42	3	4	*
	7%	*7%*	*8%*	*7%*	*8%*	*7%*	*9%*	*6%*	*7%*	*7%*	*8%*	*5%*	*11%*	*2%*
		45%	*55%*	*31%*	*56%*	*13%*	*64%*	*36%*	*81%*	*19%*	*84%*	*7%*	*8%*	*1%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	54	24	30	15	32	6	36	18	44	10	46	3	4	*
	8%	*7%*	*9%*	*7%*	*9%*	*7%*	*10%*	*6%*	*8%*	*7%*	*8%*	*5%*	*11%*	*2%*
		44%	*56%*	*29%*	*59%*	*12%*	*67%*	*33%*	*82%*	*18%*	*86%*	*6%*	*8%*	*1%*
None of these	609	312	296	206	314	88	329	280	491	118	487	63	33	25
	90%	*91%*	*89%*	*92%*	*89%*	*90%*	*90%*	*91%*	*90%*	*91%*	*90%*	*93%*	*87%*	*98%*
		51%	*49%*	*34%*	*52%*	*15%*	*54%*	*46%*	*81%*	*19%*	*80%*	*10%*	*5%*	*4%l*
Don't know	13	5	8	3	6	4	2	11	11	2	10	2	1	-
	2%	*2%*	*2%*	*1%*	*2%*	*4%*	*1%*	*4%*	*2%*	*2%*	*2%*	*3%*	*2%*	-
		41%	*59%*	*26%*	*46%*	*28%*	*15%*	*85%f*	*82%*	*18%*	*81%*	*14%*	*5%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Sky - Digital Satellite TV for a monthly subscription
Base: All Adults 16+ in UK

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	678	155	25	27	48	4	-	2	4	15	-	1	8	4
Weighted Base	675	145	23**	26**	46*	3**	-**	1**	3**	13**	-**	1**	8**	5**
Audio description for those with any difficulty seeing	8	6	2	-	2	-	-	-	-	2	-	-	-	-
	1%	*4%*	*8%*	-	*4%*	-	-	-	-	*13%*	-	-	-	-
		68%	*22%*	-	*22%*	-	-	-	-	*22%*	-	-	-	-
Signing for those with any difficulty hearing	10	4	-	1	1	-	-	-	-	-	-	-	1	-
	1%	*2%*	-	*5%*	*3%*	-	-	-	-	-	-	-	*17%*	-
		37%	-	*14%*	*14%*	-	-	-	-	-	-	-	*14%*	-
Subtitles for those with any difficulty hearing	49	17	7	2	8	1	-	1	-	7	-	-	-	1
	7%	*12%*	*32%*	*6%*	*18%*	*28%*	-	*55%*	-	*49%*	-	-	-	*14%*
		34%	*15%*	*3%*	*16%*	*2%*	-	*1%*	-	*13%*	-	-	-	*2%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	54	20	7	3	9	1	-	1	-	7	-	-	1	1
	8%	*14%*	*32%*	*11%*	*21%*	*28%*	-	*55%*	-	*49%*	-	-	*17%*	*14%*
		37%	*13%*	*6%*	*17%*	*2%*	-	*1%*	-	*12%*	-	-	*3%*	*1%*
None of these	609	124	15	23	36	2	-	1	3	7	-	1	7	5
	90%	*85%*	*68%*	*89%*	*79%*	*72%*	-	*45%*	*100%*	*51%*	-	*100%*	*83%*	*86%*
		20%	*3%*	*4%*	*6%*	*	-	*	*	*1%*	-	*	*1%*	*1%*
Don't know	13	1	-	-	-	-	-	-	-	-	-	-	-	-
	2%	*1%*	-	-	-	-	-	-	-	-	-	-	-	-
		11%	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Sky - Digital Satellite TV for a monthly subscription
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8 Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	678	202	237	290	335	7	9	53	56
Weighted Base	675	196	224	279	324	10**	11**	54*	59*
Audio description for those with any difficulty seeing	8	7	6	8	8	8	3	7	8
	1%	*3%*	*3%*	*3%*	*3%*	*86%*	*32%*	*12%*	*14%*
		83%	*78%*	*100%*	*100%*	*100%*	*43%*	*81%*	*100%*
Signing for those with any difficulty hearing	10	6	10	8	10	3	10	7	10
	1%	*3%*	*4%*	*3%*	*3%*	*37%*	*91%*	*13%*	*17%*
		61%	*100%*	*86%*	*100%*	*36%*	*100%*	*72%*	*100%*
Subtitles for those with any difficulty hearing	49	26	23	43	46	8	8	49	49
	7%	*13%*	*10%*	*16%*	*14%*	*84%*	*74%*	*91%*	*84%*
		52%	*48%*	*87%*	*93%*	*16%*	*16%*	*100%*	*100%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SUMMARY CODE									
ANY ACCESS SERVICE	54	29	28	46	50	10	11	49	54
	8%	*15%*	*12%*	*17%*	*16%*	*100%*	*100%*	*91%*	*91%*
		54%	*52%*	*86%*	*94%*	*18%*	*20%*	*92%*	*100%*
None of these	609	165	196	231	270	-	-	5	5
	90%	*84%*	*88%*	*83%*	*83%*	-	-	*9%*	*9%*
		27%	*32%*	*38%*	*44%*	-	-	*1%*	*1%*
Don't know	13	2	-	2	4	-	-	-	-
	2%	*1%*	-	*1%*	*1%*	-	-	-	-
		13%	-	*16%*	*28%*	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Sky - Digital Satellite TV for a monthly subscription
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	678	28	16	27	13	52	9	22	12	24	12	40	7
Weighted Base	675	29**	17**	29**	14**	52*	10**	24**	13**	26**	13**	41*	7**
Audio description for those with any difficulty seeing	8	4	-	4	-	4	-	3	-	3	-	4	-
	1%	*15%*	-	*14%*	-	*8%*	-	*14%*	-	*13%*	-	*10%*	-
		52%	-	*52%*	-	*52%*	-	*41%*	-	*41%*	-	*52%*	-
Signing for those with any difficulty hearing	10	1	5	2	4	3	3	-	5	1	4	3	3
	1%	*3%*	*29%*	*6%*	*29%*	*6%*	*29%*	-	*39%*	*3%*	*32%*	*7%*	*39%*
		9%	*50%*	*17%*	*43%*	*31%*	*28%*	-	*50%*	*8%*	*43%*	*31%*	*28%*
Subtitles for those with any difficulty hearing	49	12	11	13	9	32	5	9	7	11	7	21	3
	7%	*42%*	*64%*	*44%*	*66%*	*60%*	*52%*	*38%*	*54%*	*43%*	*56%*	*52%*	*39%*
		25%	*22%*	*26%*	*19%*	*64%*	*10%*	*18%*	*14%*	*22%*	*15%*	*43%*	*6%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
ANY ACCESS SERVICE	54	14	12	14	11	35	5	10	8	13	9	24	3
	8%	*47%*	*72%*	*49%*	*75%*	*66%*	*52%*	*44%*	*65%*	*49%*	*67%*	*60%*	*39%*
		25%	*23%*	*27%*	*20%*	*64%*	*9%*	*20%*	*15%*	*23%*	*16%*	*45%*	*5%*
None of these	609	15	5	15	4	18	5	13	4	13	4	16	4
	90%	*53%*	*28%*	*51%*	*25%*	*34%*	*48%*	*56%*	*35%*	*51%*	*33%*	*40%*	*61%*
		3%	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*	*1%*
Don't know	13	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Virgin Media through cable
Base: All Adults 16+ in UK

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	253	111	142	88	120	45	111	142	201	52	214	15	15	9
Weighted Base	275	123*	152	93*	150	32*	128	147	217	58*	247	16**	9**	3**
Audio description for those with any difficulty seeing	6	2	4	3	3	-	3	3	6	-	4	1	-	-
	2%	*1%*	*3%*	*3%*	*2%*	-	*2%*	*2%*	*3%*	-	*2%*	*8%*	-	-
		28%	*72%*	*47%*	*53%*	-	*49%*	*51%*	*100%*	-	*77%*	*23%*	-	-
Signing for those with any difficulty hearing	4	2	3	1	3	-	1	3	4	-	3	1	-	-
	2%	*1%*	*2%*	*1%*	*2%*	-	*1%*	*2%*	*2%*	-	*1%*	*8%*	-	-
		37%	*63%*	*30%*	*70%*	-	*33%*	*67%*	*100%*	-	*70%*	*30%*	-	-
Subtitles for those with any difficulty hearing	18	6	12	6	10	3	13	6	17	2	15	3	1	*
	7%	*5%*	*8%*	*6%*	*7%*	*9%*	*10%*	*4%*	*8%*	*3%*	*6%*	*16%*	*6%*	*9%*
		34%	*66%*	*30%*	*54%*	*16%*	*70%*	*30%*	*91%*	*9%*	*82%*	*14%*	*3%*	*2%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	20	6	14	7	10	3	14	6	18	2	16	3	1	*
	7%	*5%*	*9%*	*7%*	*7%*	*9%*	*11%*	*4%*	*8%*	*3%*	*7%*	*16%*	*6%*	*9%*
		31%	*69%*	*35%*	*50%*	*15%*	*72%g*	*28%*	*92%*	*8%*	*83%*	*13%*	*3%*	*2%*
None of these	254	117	138	86	139	29	114	141	198	57	230	13	8	3
	92%	*95%*	*91%*	*93%*	*93%*	*91%*	*89%*	*96%*	*91%*	*97%*	*93%*	*84%*	*94%*	*91%*
		46%	*54%*	*34%*	*55%*	*11%*	*45%*	*55%*	*78%*	*22%*	*90%*	*5%*	*3%*	*1%*
Don't know	1	-	1	-	1	-	-	1	1	-	1	-	-	-
	*	-	*1%*	-	*1%*	-	-	*1%*	*	-	*	-	-	-
		-	*100%*	-	*100%*	-	-	*100%*	*100%*	-	*100%*	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Virgin Media through cable
Base: All Adults 16+ in UK

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	253	58	6	12	15	3	-	1	-	3	-	-	-	7
Weighted Base	275	54*	6**	14**	17**	3**	-**	1**	-**	3**	-**	-**	-**	6**
Audio description for those with any difficulty seeing	6	1	-	-	-	-	-	-	-	-	-	-	-	-
	2%	*2%*	-	-	-	-	-	-	-	-	-	-	-	-
		23%	-	-	-	-	-	-	-	-	-	-	-	-
Signing for those with any difficulty hearing	4	1	-	-	-	-	-	-	-	-	-	-	-	-
	2%	*2%*	-	-	-	-	-	-	-	-	-	-	-	-
		30%	-	-	-	-	-	-	-	-	-	-	-	-
Subtitles for those with any difficulty hearing	18	3	1	1	1	-	-	-	-	-	-	-	-	1
	7%	*6%*	*16%*	*4%*	*9%*	-	-	-	-	-	-	-	-	*9%*
		18%	*5%*	*3%*	*8%*	-	-	-	-	-	-	-	-	*3%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	20	3	1	1	1	-	-	-	-	-	-	-	-	1
	7%	*6%*	*16%*	*4%*	*9%*	-	-	-	-	-	-	-	-	*9%*
		17%	*5%*	*3%*	*8%*	-	-	-	-	-	-	-	-	*3%*
None of these	254	50	4	13	14	3	-	-	-	3	-	-	-	6
	92%	*92%*	*70%*	*96%*	*86%*	*100%*	-	-	-	*100%*	-	-	-	*91%*
		20%	*2%*	*5%*	*6%*	*1%*	-	-	-	*1%*	-	-	-	*2%*
Don't know	1	1	1	-	1	-	-	1	-	-	-	-	-	-
	*	*2%*	*14%*	-	*5%*	-	-	*100%*	-	-	-	-	-	-
		100%	*100%*	-	*100%*	-	-	*100%*	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Virgin Media through cable
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8 Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	253	69	83	116	128	4	4	19	20
Weighted Base	275	80*	97*	125*	139	6**	5**	19**	20**
Audio description for those with any difficulty seeing	6	6	4	4	6	6	4	4	6
	2%	*7%*	*4%*	*3%*	*4%*	*100%*	*84%*	*23%*	*28%*
		100%	*76%*	*76%*	*100%*	*100%*	*76%*	*76%*	*100%*
Signing for those with any difficulty hearing	4	4	4	4	4	4	4	4	4
	2%	*5%*	*4%*	*3%*	*3%*	*76%*	*84%*	*23%*	*21%*
		100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
Subtitles for those with any difficulty hearing	18	10	11	18	18	4	5	18	18
	7%	*12%*	*12%*	*14%*	*13%*	*76%*	*100%*	*97%*	*91%*
		53%	*63%*	*96%*	*100%*	*23%*	*28%*	*100%*	*100%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SUMMARY CODE									
ANY ACCESS SERVICE	20	11	11	18	20	6	5	18	20
	7%	*14%*	*12%*	*14%*	*14%*	*100%*	*100%*	*97%*	*97%*
		56%	*58%*	*89%*	*100%*	*29%*	*26%*	*93%*	*100%*
None of these	254	69	85	107	119	-	-	1	1
	92%	*86%*	*88%*	*85%*	*85%*	-	-	*3%*	*3%*
		27%	*34%*	*42%*	*47%*	-	-	*	*
Don't know	1	-	-	1	1	-	-	-	-
	*	-	-	*1%*	*1%*	-	-	-	-
		-	-	*100%*	*100%*	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Virgin Media through cable
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	253	9	3	6	5	14	2	9	3	11	2	13	1
Weighted Base	275	10**	3**	6**	6**	15**	2**	9**	3**	11**	2**	13**	1**
Audio description for those with any difficulty seeing	6	1	-	1	-	3	-	1	-	3	-	1	-
	2%	*13%*	-	*21%*	-	*17%*	-	*15%*	-	*24%*	-	*10%*	-
		23%	-	*23%*	-	*47%*	-	*23%*	-	*47%*	-	*23%*	-
Signing for those with any difficulty hearing	4	1	-	1	-	1	-	1	-	1	-	1	-
	2%	*13%*	-	*21%*	-	*8%*	-	*15%*	-	*12%*	-	*10%*	-
		30%	-	*30%*	-	*30%*	-	*30%*	-	*30%*	-	*30%*	-
Subtitles for those with any difficulty hearing	18	5	2	3	3	10	1	5	3	6	2	8	-
	7%	*53%*	*68%*	*46%*	*60%*	*63%*	*52%*	*60%*	*74%*	*56%*	*64%*	*58%*	-
		29%	*10%*	*16%*	*19%*	*53%*	*5%*	*28%*	*14%*	*33%*	*9%*	*41%*	-
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
ANY ACCESS SERVICE	20	5	2	3	3	11	1	5	3	7	2	8	-
	7%	*53%*	*68%*	*46%*	*60%*	*72%*	*52%*	*60%*	*74%*	*68%*	*64%*	*58%*	-
		27%	*10%*	*14%*	*18%*	*56%*	*5%*	*26%*	*13%*	*37%*	*8%*	*39%*	-
None of these	254	4	1	2	2	3	1	3	1	3	1	5	1
	92%	*38%*	*32%*	*39%*	*40%*	*22%*	*48%*	*30%*	*26%*	*24%*	*36%*	*36%*	*100%*
		2%	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*	*2%*	*
Don't know	1	1	-	1	-	1	-	1	-	1	-	1	-
	*	*9%*	-	*14%*	-	*6%*	-	*11%*	-	*8%*	-	*7%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Freeview (excluding Freeview Play)
Base: All Adults 16+ in UK

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	653	300	353	147	247	259	318	335	499	154	489	45	77	42
Weighted Base	603	285	318	157	265	181	309	295	469	134	504	40*	43*	16*
Audio description for those with any difficulty seeing	3	3	-	1	1	-	1	1	3	-	3	-	-	-
	*	1%	-	1%	1%	-	*	*	1%	-	1%	-	-	-
		100%	-	50%	50%	-	50%	50%	100%	-	100%	-	-	-
Signing for those with any difficulty hearing	7	4	2	2	3	2	3	4	7	-	5	1	-	-
	1%	2%	1%	1%	1%	1%	1%	1%	1%	-	1%	4%	-	-
		68%	32%	25%	43%	32%	46%	54%	100%	-	78%	22%	-	-
Subtitles for those with any difficulty hearing	58	27	31	17	26	15	38	20	46	12	50	5	3	*
	10%	9%	10%	11%	10%	9%	12%	7%	10%	9%	10%	13%	6%	2%
		46%	54%	29%	44%	27%	65%g	35%	79%	21%	86%	9%	4%	1%
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	59	28	31	18	26	15	39	20	47	12	51	5	3	*
	10%	10%	10%	12%	10%	9%	13%	7%	10%	9%	10%	13%	6%	2%
		47%	53%	31%	43%	26%	66%g	34%	80%	20%	86%	9%	4%	1%
None of these	538	257	281	139	235	164	267	271	416	122	447	35	40	15
	89%	90%	88%	88%	89%	91%	87%	92%	89%	91%	89%	87%	94%	98%
		48%	52%	26%	44%	30%	50%	50%f	77%	23%	83%	7%	8%	3%
Don't know	6	-	6	-	4	2	3	3	6	-	6	-	-	-
	1%	-	2%	-	2%	1%	1%	1%	1%	-	1%	-	-	-
		-	100%a	-	71%	29%	42%	58%	100%	-	100%	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base**

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Freeview (excluding Freeview Play)
Base: All Adults 16+ in UK

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	653	200	43	31	61	13	2	9	3	22	-	4	8	7
Weighted Base	603	160	31*	24**	45*	10**	1**	6**	3**	16**	-**	3**	6**	5**
Audio description for those with any difficulty seeing	3	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	1%	-	-	-	-	-	-	-	-	-	-	-	-
		50%	-	-	-	-	-	-	-	-	-	-	-	-
Signing for those with any difficulty hearing	7	2	1	-	1	-	-	-	-	1	-	-	-	-
	1%	1%	2%	-	2%	-	-	-	-	4%	-	-	-	-
		31%	10%	-	10%	-	-	-	-	10%	-	-	-	-
Subtitles for those with any difficulty hearing	58	13	5	1	6	1	*	1	1	2	-	-	-	1
	10%	8%	17%	6%	13%	9%	30%	14%	32%	14%	-	-	-	10%
		23%	9%	3%	10%	2%	1%	1%	2%	4%	-	-	-	1%
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	59	13	5	1	6	1	*	1	1	2	-	-	-	1
	10%	8%	17%	6%	13%	9%	30%	14%	32%	14%	-	-	-	10%
		22%	9%	2%	10%	2%	1%	1%	2%	4%	-	-	-	1%
None of these	538	146	26	22	39	9	1	5	2	14	-	3	6	5
	89%	91%	83%	94%	87%	91%	70%	86%	68%	86%	-	100%	100%	90%
		27%	5%	4%	7%	2%	*	1%	*	3%	-	1%	1%	1%
Don't know	6	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-
		14%	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Freeview (excluding Freeview Play)
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8 Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	653	175	230	298	325	2	6	60	61
Weighted Base	603	165	212	276	303	3**	7**	60*	62*
Audio description for those with any difficulty seeing	3	3	1	1	3	3	1	1	3
	*	*2%*	*1%*	*	*1%*	*100%*	*21%*	*2%*	*4%*
		100%	*50%*	*50%*	*100%*	*100%*	*50%*	*50%*	*100%*
Signing for those with any difficulty hearing	7	4	5	7	7	1	7	7	7
	1%	*2%*	*2%*	*2%*	*2%*	*50%*	*100%*	*11%*	*11%*
		56%	*75%*	*100%*	*100%*	*21%*	*100%*	*100%*	*100%*
Subtitles for those with any difficulty hearing	58	30	29	57	57	1	7	58	58
	10%	*18%*	*14%*	*21%*	*19%*	*50%*	*100%*	*96%*	*94%*
		52%	*51%*	*99%*	*99%*	*2%*	*11%*	*100%*	*100%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SUMMARY CODE									
ANY ACCESS SERVICE	59	31	29	57	59	3	7	58	59
	10%	*19%*	*14%*	*21%*	*19%*	*100%*	*100%*	*96%*	*96%*
		53%	*50%*	*97%*	*99%*	*5%*	*11%*	*98%*	*100%*
None of these	538	134	182	218	244	-	-	2	2
	89%	*81%*	*86%*	*79%*	*81%*	-	-	*4%*	*4%*
		25%	*34%*	*41%*	*45%*	-	-	*	*
Don't know	6	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Freeview (excluding Freeview Play)
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	653	30	16	27	20	63	15	25	18	23	20	49	16
Weighted Base	603	30**	14**	27**	18**	64*	10**	25**	15**	24**	18**	50*	10**
Audio description for those with any difficulty seeing	3	3	-	3	-	3	-	3	-	3	-	3	-
	*	*9%*	-	*10%*	-	*4%*	-	*11%*	-	*11%*	-	*5%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
Signing for those with any difficulty hearing	7	4	1	4	-	4	-	4	1	4	1	4	1
	1%	*12%*	*5%*	*14%*	-	*6%*	-	*15%*	*5%*	*16%*	*4%*	*8%*	*7%*
		57%	*10%*	*57%*	-	*57%*	-	*57%*	*10%*	*57%*	*10%*	*57%*	*10%*
Subtitles for those with any difficulty hearing	58	21	8	17	9	49	1	16	8	16	10	37	3
	10%	*70%*	*57%*	*64%*	*51%*	*77%*	*13%*	*62%*	*52%*	*70%*	*54%*	*75%*	*32%*
		37%	*14%*	*30%*	*16%*	*84%*	*2%*	*27%*	*13%*	*28%*	*17%*	*65%*	*6%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
ANY ACCESS SERVICE	59	23	8	19	9	50	1	17	8	18	10	39	3
	10%	*75%*	*57%*	*69%*	*51%*	*79%*	*13%*	*67%*	*52%*	*75%*	*54%*	*78%*	*32%*
		38%	*14%*	*32%*	*15%*	*85%*	*2%*	*29%*	*13%*	*30%*	*16%*	*65%*	*6%*
None of these	538	8	6	9	9	13	9	8	7	6	8	11	7
	89%	*25%*	*43%*	*31%*	*49%*	*21%*	*87%*	*33%*	*48%*	*25%*	*46%*	*22%*	*68%*
		1%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*
Don't know	6	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service?
Base: All with any hearing\visual impairment

	Sky - Digital Satellite TV for a monthly subscription	Satellite TV from someone other than Sky	Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	Virgin Media through cable	Freeview (excluding Freeview Play)	Freeview Play	YouView set top box	BT TV (formerly BT Vision)	Talk Talk TV	Other
Unweighted Base	48	-	2	15	61	7	-	8	2	1
Weighted Base	46	-	2	17	45	5	-	9	3	1
Audio description for those with any difficulty seeing	2	-	-	-	-	-	-	-	-	-
	4%	-	-	-	-	-	-	-	-	-
Signing for those with any difficulty hearing	1	-	-	-	1	-	-	-	-	-
	3%	-	-	-	*2%*	-	-	-	-	-
Subtitles for those with any difficulty hearing	8	-	1	1	6	2	-	3	1	-
	18%	-	*61%*	*9%*	*13%*	*33%*	-	*34%*	*40%*	-
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE										
ANY ACCESS SERVICE	9	-	1	1	6	2	-	3	1	-
	21%	-	*61%*	*9%*	*13%*	*33%*	-	*34%*	*40%*	-
None of these	36	-	1	14	39	3	-	6	2	1
	79%	-	*39%*	*86%*	*87%*	*67%*	-	*66%*	*60%*	*100%*
Don't know	-	-	-	1	-	-	-	-	-	-
	-	-	-	*5%*	-	-	-	-	-	-

KANTAR MEDIA

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Total
Base: All with any hearing\visual impairment

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base	147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
Audio description for those with any difficulty seeing	2	2	-	-	2	-	-	2	2	-	2	-	-	-
	1%	*3%*	-	-	*3%*	-	-	*2%*	*2%*	-	*2%*	-	-	-
		100%	-	-	*100%*	-	-	*100%*	*100%*	-	*100%*	-	-	-
Signing for those with any difficulty hearing	2	-	2	-	1	1	2	-	2	-	2	-	-	-
	1%	-	*2%*	-	*3%*	*1%*	*3%*	-	*2%*	-	*2%*	-	-	-
		-	*100%*	-	*66%*	*34%*	*100%*	-	*100%*	-	*100%*	-	-	-
Subtitles for those with any difficulty hearing	26	13	14	4	12	11	11	15	20	6	20	3	3	1
	18%	*21%*	*16%*	*15%*	*21%*	*16%*	*18%*	*18%*	*18%*	*17%*	*17%*	*13%*	*31%*	*36%*
		48%	*52%*	*14%*	*44%*	*42%*	*42%*	*58%*	*76%*	*24%*	*74%*	*11%*	*11%*	*4%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	28	13	15	4	13	11	12	15	21	6	21	3	3	1
	19%	*21%*	*17%*	*15%*	*24%*	*16%*	*21%*	*18%*	*20%*	*17%*	*18%*	*13%*	*31%*	*36%*
		46%	*54%*	*13%*	*47%*	*40%*	*44%*	*56%*	*78%*	*22%*	*76%*	*10%*	*11%*	*3%*
None of these	117	48	70	22	40	56	47	70	86	31	91	18	7	2
	80%	*79%*	*81%*	*85%*	*74%*	*82%*	*79%*	*80%*	*79%*	*83%*	*80%*	*87%*	*69%*	*64%*
		41%	*59%*	*18%*	*34%*	*47%*	*40%*	*60%*	*73%*	*27%*	*77%*	*16%*	*6%*	*1%*
Don't know	2	-	2	-	1	1	-	2	2	-	2	-	-	-
	1%	-	*2%*	-	*2%*	*1%*	-	*2%*	*2%*	-	*2%*	-	-	-
		-	*100%*	-	*48%*	*52%*	-	*100%*	*100%*	-	*100%*	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Total
Base: All with any hearing\visual impairment

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Audio description for those with any difficulty seeing	2	2	2	-	2	-	-	-	-	2	-	-	-	-
	1%	*1%*	*2%*	-	*1%*	-	-	-	-	*4%*	-	-	-	-
		100%	*100%*	-	*100%*	-	-	-	-	*100%*	-	-	-	-
Signing for those with any difficulty hearing	2	2	1	1	2	-	-	-	-	1	-	-	1	-
	1%	*1%*	*1%*	*2%*	*1%*	-	-	-	-	*2%*	-	-	*8%*	-
		100%	*34%*	*66%*	*100%*	-	-	-	-	*34%*	-	-	*66%*	-
Subtitles for those with any difficulty hearing	26	26	21	10	26	4	*	4	2	12	-	1	-	4
	18%	*18%*	*26%*	*11%*	*18%*	*19%*	*30%*	*24%*	*30%*	*30%*	-	*18%*	-	*17%*
		100%	79%c	*37%*	*100%*	*16%*	*1%*	*14%*	*9%*	*46%*	-	*4%*	-	*17%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	28	28	21	11	28	4	*	4	2	12	-	1	1	4
	19%	*19%*	*26%*	*13%*	*19%*	*19%*	*30%*	*24%*	*30%*	*30%*	-	*18%*	*8%*	*17%*
		100%	75%c	*40%*	*100%*	*15%*	*1%*	*13%*	*8%*	*44%*	-	*4%*	*5%*	*16%*
None of these	117	117	58	76	117	17	1	10	6	28	-	4	16	22
	80%	*80%*	*73%*	*86%*	*80%*	*81%*	*70%*	*70%*	*70%*	*70%*	-	*82%*	*92%*	*83%*
		100%	*49%*	65%b	*100%*	*15%*	*1%*	*9%*	*5%*	*24%*	-	*4%*	*14%*	*19%*
Don't know	2	2	1	1	2	-	-	1	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	-	-	*6%*	-	-	-	-	-	-
		100%	*48%*	*52%*	*100%*	-	-	*48%*	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Total
Base: All with any hearing\visual impairment

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	167	39	44	83	87	2	2	35	37
Weighted Base	147	34*	40*	76*	79*	3**	2**	32**	35*
Audio description for those with any difficulty seeing	2	2	-	2	2	2	-	2	2
	1%	*5%*	-	*2%*	*2%*	*52%*	-	*6%*	*5%*
		100%	-	*100%*	*100%*	*100%*	-	*100%*	*100%*
Signing for those with any difficulty hearing	2	2	2	2	2	-	2	1	2
	1%	*6%*	*5%*	*3%*	*3%*	-	*100%*	*2%*	*6%*
		100%	*100%*	*100%*	*100%*	-	*100%*	*34%*	*100%*
Subtitles for those with any difficulty hearing	26	12	6	25	25	2	1	26	26
	18%	*34%*	*16%*	*32%*	*31%*	*52%*	*34%*	*83%*	*76%*
		44%	*24%*	*94%*	*94%*	*7%*	*3%*	*100%*	*100%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SUMMARY CODE									
ANY ACCESS SERVICE	28	13	8	26	26	2	2	26	28
	19%	*39%*	*19%*	*34%*	*33%*	*52%*	*100%*	*83%*	*80%*
		47%	*28%*	*94%*	*94%*	*6%*	*7%*	*95%*	*100%*
None of these	117	21	32	49	52	2	-	5	7
	80%	*61%*	*81%*	*65%*	*66%*	*48%*	-	*17%*	*20%*
		18%	*28%*	*42%*	*45%*	*1%*	-	*5%*	*6%*
Don't know	2	-	-	1	1	-	-	-	-
	1%	-	-	*1%*	*1%*	-	-	-	-
		-	-	*48%*	*48%*	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.8 Do you use any of the following services for watching/listening to films or (television) programmes at the scheduled time of broadcast through your TV service? - Total
Base: All with any hearing\visual impairment

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base	147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
Audio description for those with any difficulty seeing	2	2	-	2	-	2	-	2	-	2	-	2	-
	1%	*4%*	-	*4%*	-	*3%*	-	*5%*	-	*5%*	-	*3%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
Signing for those with any difficulty hearing	2	-	2	-	1	-	-	-	2	-	2	-	1
	1%	-	*11%*	-	*8%*	-	-	-	*11%*	-	*11%*	-	*4%*
		-	*100%*	-	*66%*	-	-	-	*100%*	-	*100%*	-	*34%*
Subtitles for those with any difficulty hearing	26	12	1	10	-	17	2	6	3	9	1	15	1
	18%	*26%*	*8%*	*22%*	-	*30%*	*11%*	*16%*	*14%*	*22%*	*8%*	*28%*	*7%*
		44%	*5%*	*38%*	-	*65%*	*9%*	*23%*	*10%*	*33%*	*5%*	*58%*	*5%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
ANY ACCESS SERVICE	28	12	3	10	1	17	2	6	4	9	3	15	1
	19%	*26%*	*15%*	*22%*	*8%*	*30%*	*11%*	*16%*	*21%*	*22%*	*15%*	*28%*	*7%*
		42%	*10%*	*36%*	*5%*	*62%*	*9%*	*22%*	*15%*	*31%*	*10%*	*55%*	*4%*
None of these	117	31	15	33	16	38	19	30	15	28	16	37	16
	80%	*70%*	*85%*	*74%*	*92%*	*67%*	*89%*	*79%*	*79%*	*73%*	*85%*	*68%*	*93%*
		27%	*13%*	*28%*	*14%*	*32%*	*16%*	*26%*	*13%*	*23%*	*14%*	*31%*	*14%*
Don't know	2	2	-	2	-	2	-	2	-	2	-	2	-
	1%	*4%*	-	*4%*	-	*3%*	-	*5%*	-	*5%*	-	*3%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through ..? - Summary Table
Base: All who personally use a paid for or free to access service to stream or download

	Netflix	Amazon Prime Instant Video	NowTV	Wuaki.tv	Sky Store	Sky Go (not Sky Store)	Sky on Demand (not Sky Store)	BT player	Talk Talk TV Store	Virgin on Demand pay-per-view	iTunes	Google play	Blinkbox	Playstation Video	Xbox Video	DisneyLife	BBC Store	Other paid-for service	BBC iPlayer	My5 (formerly Demand 5)
Unweighted Base	529	213	80	4	72	94	99	48	10	46	152	75	4	36	28	6	45	11	889	120
Weighted Base	591	241	87	4	77	106	106	52	11	55	178	81	4	39	30	7	53	12	962	126
Audio description for those with any difficulty seeing	3	3	-	-	-	-	-	2	-	1	3	2	-	-	-	-	3	-	7	3
	1%	*1%*	-	-	-	-	-	*3%*	-	*3%*	*2%*	*2%*	-	-	-	-	*5%*	-	*1%*	*2%*
Signing for those with any difficulty hearing	4	1	1	-	1	1	-	-	-	1	2	1	-	-	-	-	-	-	9	3
	1%	*1%*	*1%*	-	*2%*	*1%*	-	-	-	*3%*	*1%*	*1%*	-	-	-	-	-	-	*1%*	*2%*
Subtitles for those with any difficulty hearing	60	21	6	-	5	9	4	4	1	1	9	5	-	3	-	-	5	1	68	11
	10%	*9%*	*7%*	-	*6%*	*8%*	*3%*	*7%*	*5%*	*3%*	*5%*	*6%*	-	*9%*	-	-	*10%*	*8%*	*7%*	*9%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	*
SUMMARY CODE																				
ANY ACCESS SERVICE	62	21	7	-	5	9	4	5	1	1	10	7	-	3	-	-	7	1	72	11
	10%	*9%*	*8%*	-	*6%*	*8%*	*3%*	*10%*	*5%*	*3%*	*6%*	*8%*	-	*9%*	-	-	*13%*	*8%*	*7%*	*9%*
None of these	521	218	80	4	70	96	100	46	11	53	162	71	4	34	30	6	45	11	885	115
	88%	*90%*	*92%*	*100%*	*92%*	*90%*	*95%*	*88%*	*95%*	*96%*	*91%*	*88%*	*100%*	*86%*	*97%*	*84%*	*85%*	*92%*	*92%*	*91%*
Don't know	9	3	-	-	2	1	2	1	-	1	5	3	-	2	1	1	1	-	4	-
	1%	*1%*	-	-	*2%*	*1%*	*2%*	*2%*	-	*2%*	*3%*	*4%*	-	*6%*	*3%*	*16%*	*2%*	-	*	-

KANTAR MEDIA

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through ..? - Summary Table
Base: All who personally use a paid for or free to access service to stream or download

	ITV Hub (formerly ITV Player)	STV Player	UTV Player	All 4	UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	Other free-to-access service
Unweighted Base	380	35	15	275	83	19
Weighted Base	420	37	6	302	83	21
Audio description for those with any difficulty seeing	3	1	-	5	-	-
	1%	*3%*	-	*2%*	-	-
Signing for those with any difficulty hearing	8	3	-	6	1	-
	2%	*7%*	-	*2%*	*1%*	-
Subtitles for those with any difficulty hearing	33	5	*	22	9	4
	8%	*13%*	*5%*	*7%*	*11%*	*21%*
Other type of service for those with any difficulty hearing or seeing	1	-	-	1	-	-
	*	-	-	*	-	-
SUMMARY CODE						
ANY ACCESS SERVICE	33	5	*	24	9	4
	8%	*13%*	*5%*	*8%*	*11%*	*21%*
None of these	383	32	6	277	72	16
	91%	*87%*	*95%*	*92%*	*88%*	*79%*
Don't know	3	-	-	1	1	-
	1%	-	-	*	*1%*	-

KANTAR MEDIA

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through Netflix?
Base: All who personally use a paid for or free to access service to stream or download

	Total	GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
		Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	529	275	254	308	202	19	310	219	416	113	414	48	35	32
Weighted Base	591	312	279	336	241	14**	375	216	469	122	496	60*	22*	14*
Audio description for those with any difficulty seeing	3	3	-	3	-	-	3	-	3	-	3	-	-	-
	1%	*1%*	-	*1%*	-	-	*1%*	-	*1%*	-	*1%*	-	-	-
		100%	-	*100%*	-	-	*100%*	-	*100%*	-	*100%*	-	-	-
Signing for those with any difficulty hearing	4	3	1	-	4	-	3	1	4	-	3	1	-	-
	1%	*1%*	*	-	*2%*	-	*1%*	*1%*	*1%*	-	*1%*	*2%*	-	-
		77%	*23%*	-	100%c	-	*64%*	*36%*	*100%*	-	*64%*	*36%*	-	-
Subtitles for those with any difficulty hearing	60	30	30	41	17	1	46	14	42	18	45	13	1	1
	10%	*10%*	*11%*	*12%*	*7%*	*9%*	*12%*	*6%*	*9%*	*15%*	*9%*	*22%*	*7%*	*5%*
		50%	*50%*	*69%*	*29%*	*2%*	*77%g*	*23%*	*70%*	*30%*	*75%*	21%j	*2%*	*1%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	62	32	30	43	17	1	48	14	44	18	46	13	1	1
	10%	*10%*	*11%*	*13%*	*7%*	*9%*	*13%*	*6%*	*9%*	*15%*	*9%*	*22%*	*7%*	*5%*
		51%	*49%*	*70%*	*28%*	*2%*	78%g	*22%*	*71%*	*29%*	*75%*	21%j	*2%*	*1%*
None of these	521	279	242	289	219	12	322	199	417	104	443	45	20	13
	88%	*89%*	*87%*	*86%*	*91%*	*91%*	*86%*	*92%*	*89%*	*85%*	*89%*	*76%*	*91%*	*95%*
		53%	*47%*	*55%*	*42%*	*2%*	*62%*	*38%*	*80%*	*20%*	85%k	*9%*	*4%*	*2%*
Don't know	9	2	7	4	4	-	5	4	9	-	7	1	*	-
	1%	*1%*	*2%*	*1%*	*2%*	-	*1%*	*2%*	*2%*	-	*1%*	*2%*	*2%*	-
		22%	*78%*	*50%*	*50%*	-	*57%*	*43%*	*100%*	-	*78%*	*16%*	*6%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through Netflix?
Base: All who personally use a paid for or free to access service to stream or download

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	529	94	9	14	22	1	-	2	1	4	-	1	3	3
Weighted Base	591	103*	11**	16**	26**	1**	-**	3**	1**	5**	-**	1**	4**	3**
Audio description for those with any difficulty seeing	3	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*2%*	-	-	-	-	-	-	-	-	-	-	-	-
		55%	-	-	-	-	-	-	-	-	-	-	-	-
Signing for those with any difficulty hearing	4	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Subtitles for those with any difficulty hearing	60	15	7	3	10	-	-	2	1	4	-	-	2	1
	10%	*15%*	*67%*	*17%*	*38%*	-	-	*76%*	*100%*	*77%*	-	-	*46%*	*22%*
		25%	*12%*	*5%*	*17%*	-	-	*3%*	*2%*	*7%*	-	-	*3%*	*1%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	62	15	7	3	10	-	-	2	1	4	-	-	2	1
	10%	*15%*	*67%*	*17%*	*38%*	-	-	*76%*	*100%*	*77%*	-	-	*46%*	*22%*
		25%	*12%*	*5%*	*16%*	-	-	*3%*	*2%*	*6%*	-	-	*3%*	*1%*
None of these	521	87	4	13	16	1	-	1	-	1	-	1	2	3
	88%	*85%*	*33%*	*83%*	*62%*	*100%*	-	*24%*	-	*23%*	-	*100%*	*54%*	*78%*
		17%	*1%*	*3%*	*3%*	*	-	*	-	*	-	*	*	*1%*
Don't know	9	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through Netflix?
Base: All who personally use a paid for or free to access service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	529	188	216	262	300	6	10	63	64
Weighted Base	591	211	240	291	335	9**	12**	74*	76*
Audio description for those with any difficulty seeing	3	2	3	3	3	3	-	3	3
	1%	*1%*	*1%*	*1%*	*1%*	*33%*	-	*4%*	*4%*
		55%	*100%*	*100%*	*100%*	*100%*	-	*100%*	*100%*
Signing for those with any difficulty hearing	4	2	4	4	4	-	4	4	4
	1%	*1%*	*2%*	*1%*	*1%*	-	*33%*	*5%*	*5%*
		40%	*100%*	*100%*	*100%*	-	*100%*	*100%*	*100%*
Subtitles for those with any difficulty hearing	60	26	27	54	56	6	8	60	60
	10%	*12%*	*11%*	*19%*	*17%*	*67%*	*63%*	*81%*	*80%*
		43%	*45%*	90%b	*94%*	*10%*	*13%*	*100%*	*100%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SUMMARY CODE									
ANY ACCESS SERVICE	62	26	28	56	58	7	8	62	62
	10%	*12%*	*12%*	*19%*	*17%*	*82%*	*63%*	*83%*	*81%*
		42%	*46%*	90%b	*94%*	*12%*	*13%*	*100%*	*100%*
None of these	521	185	212	236	277	2	5	13	14
	88%	*88%*	*88%*	*81%*	*83%*	*18%*	*37%*	*17%*	*19%*
		36%	41%c	*45%*	*53%*	*	*1%*	*2%*	*3%*
Don't know	9	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through Netflix?
Base: All who personally use a paid for or free to access service to stream or download

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availabilit y of audio description (a)	Any not satisfied with availabilit y of audio description (b)	Any satisfied with availabilit y of Signing (c)	Any not satisfied with availabilit y of Signing (d)	Any satisfied with availabilit y of Subtitles (e)	Any not satisfied with availabilit y of Subtitles (f)	Any satisfied with availabilit y of audio description (g)	Any not satisfied with availabilit y of audio description (h)	Any satisfied with availabilit y of Signing (i)	Any not satisfied with availabilit y of Signing (j)	Any satisfied with availabilit y of Subtitles (k)	Any not satisfied with availabilit y of Subtitles (l)
Unweighted Base	529	26	16	24	17	51	6	25	14	26	15	49	3
Weighted Base	591	30**	19**	29**	20**	59*	8**	29**	16**	30**	17**	57*	3**
Audio description for those with any difficulty seeing	3	-	3	-	2	1	2	2	1	2	1	2	-
	1%	-	*15%*	-	*8%*	*2%*	*19%*	*6%*	*8%*	*5%*	*8%*	*3%*	-
		-	*100%*	-	*55%*	*45%*	*55%*	*55%*	*45%*	*55%*	*45%*	*55%*	-
Signing for those with any difficulty hearing	4	2	1	2	-	2	-	2	1	2	1	2	-
	1%	*5%*	*5%*	*6%*	-	*3%*	-	*6%*	*6%*	*5%*	*5%*	*3%*	-
		40%	*23%*	*40%*	-	*40%*	-	*40%*	*23%*	*40%*	*23%*	*40%*	-
Subtitles for those with any difficulty hearing	60	22	13	24	11	43	6	22	10	23	9	48	1
	10%	*74%*	*66%*	*80%*	*55%*	*72%*	*67%*	*77%*	*60%*	*77%*	*51%*	*84%*	*18%*
		37%	*21%*	*39%*	*18%*	*71%*	*9%*	*37%*	*16%*	*39%*	*15%*	*80%*	*1%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
ANY ACCESS SERVICE	62	22	14	24	11	44	6	22	11	23	10	48	1
	10%	*74%*	*73%*	*80%*	*55%*	*75%*	*67%*	*77%*	*69%*	*77%*	*59%*	*84%*	*18%*
		36%	*23%*	*38%*	*18%*	*71%*	*9%*	*36%*	*18%*	*38%*	*17%*	*78%*	*1%*
None of these	521	8	5	6	9	15	3	7	5	7	7	9	2
	88%	*26%*	*27%*	*20%*	*45%*	*25%*	*33%*	*23%*	*31%*	*23%*	*41%*	*16%*	*82%*
		1%	*1%*	*1%*	*2%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*
Don't know	9	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through Amazon Prime Instant Video?
Base: All who personally use a paid for or free to access service to stream or download

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	213	122	91	106	96	11	144	69	156	57	172	15	22	4
Weighted Base	241	138	103*	116*	117*	8**	174	67*	181	60*	209	17**	14**	1**
Audio description for those with any difficulty seeing	3	2	1	2	1	-	3	-	2	1	3	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	-	*2%*	-	*1%*	*2%*	*1%*	-	-	-
		53%	*47%*	*53%*	*47%*	-	*100%*	-	*53%*	*47%*	*100%*	-	-	-
Signing for those with any difficulty hearing	1	1	-	-	1	-	-	1	1	-	-	1	-	-
	1%	*1%*	-	-	*1%*	-	-	*2%*	*1%*	-	-	*9%*	-	-
		100%	-	-	*100%*	-	-	*100%*	*100%*	-	-	*100%*	-	-
Subtitles for those with any difficulty hearing	21	12	9	13	7	1	17	4	13	8	17	3	*	-
	9%	*8%*	*9%*	*11%*	*6%*	*10%*	*10%*	*5%*	*7%*	*13%*	*8%*	*17%*	*2%*	-
		56%	*44%*	*63%*	*33%*	*4%*	*83%*	*17%*	*62%*	*38%*	*85%*	*14%*	*2%*	-
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	21	12	9	13	7	1	17	4	13	8	17	3	*	-
	9%	*8%*	*9%*	*11%*	*6%*	*10%*	*10%*	*5%*	*7%*	*13%*	*8%*	*17%*	*2%*	-
		56%	*44%*	*63%*	*33%*	*4%*	*83%*	*17%*	*62%*	*38%*	*85%*	*14%*	*2%*	-
None of these	218	124	93	102	108	7	156	62	165	53	189	14	14	1
	90%	*90%*	*90%*	*88%*	*93%*	*90%*	*89%*	*92%*	*91%*	*87%*	*90%*	*83%*	*98%*	*100%*
		57%	*43%*	*47%*	*50%*	*3%*	*71%*	*29%*	*76%*	*24%*	*87%*	*6%*	*6%*	*1%*
Don't know	3	2	1	1	2	-	1	2	3	-	3	-	-	-
	1%	*2%*	*1%*	*1%*	*1%*	-	*1%*	*3%*	*2%*	-	*1%*	-	-	-
		74%	*26%*	*44%*	*56%*	-	*44%*	*56%*	*100%*	-	*100%*	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through Amazon Prime Instant Video?
Base: All who personally use a paid for or free to access service to stream or download

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	213	39	3	6	9	-	-	-	2	1	-	-	1	-
Weighted Base	241	46*	3**	7**	10**	-**	-**	-**	2**	1**	-**	-**	1**	-**
Audio description for those with any difficulty seeing	3	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*4%*	-	-	-	-	-	-	-	-	-	-	-	-
		53%	-	-	-	-	-	-	-	-	-	-	-	-
Signing for those with any difficulty hearing	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Subtitles for those with any difficulty hearing	21	8	1	-	1	-	-	-	-	1	-	-	-	-
	9%	*17%*	*41%*	-	*14%*	-	-	-	-	*100%*	-	-	-	-
		37%	*7%*	-	*7%*	-	-	-	-	*7%*	-	-	-	-
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	21	8	1	-	1	-	-	-	-	1	-	-	-	-
	9%	*17%*	*41%*	-	*14%*	-	-	-	-	*100%*	-	-	-	-
		37%	*7%*	-	*7%*	-	-	-	-	*7%*	-	-	-	-
None of these	218	38	2	7	9	-	-	-	2	-	-	-	1	-
	90%	*83%*	*59%*	*100%*	*86%*	-	-	-	*100%*	-	-	-	*100%*	-
		18%	*1%*	*3%*	*4%*	-	-	-	*1%*	-	-	-	*1%*	-
Don't know	3	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through Amazon Prime Instant Video?
Base: All who personally use a paid for or free to access service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	213	85	93	113	131	3	3	28	29
Weighted Base	241	92*	107*	128	149	5**	4**	34**	35**
Audio description for those with any difficulty seeing	3	3	3	3	3	3	-	3	3
	1%	*3%*	*3%*	*2%*	*2%*	*66%*	-	*9%*	*9%*
		100%	*100%*	*100%*	*100%*	*100%*	-	*100%*	*100%*
Signing for those with any difficulty hearing	1	-	1	1	1	-	1	1	1
	1%	-	*1%*	*1%*	*1%*	-	*33%*	*4%*	*4%*
		-	*100%*	*100%*	*100%*	-	*100%*	*100%*	*100%*
Subtitles for those with any difficulty hearing	21	11	11	19	19	3	1	21	21
	9%	*12%*	*10%*	*15%*	*13%*	*66%*	*33%*	*60%*	*58%*
		54%	*53%*	*93%*	*93%*	*15%*	*7%*	*100%*	*100%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SUMMARY CODE									
ANY ACCESS SERVICE	21	11	11	19	19	3	1	21	21
	9%	*12%*	*10%*	*15%*	*13%*	*66%*	*33%*	*60%*	*58%*
		54%	*53%*	*93%*	*93%*	*15%*	*7%*	*100%*	*100%*
None of these	218	81	97	109	130	2	3	13	15
	90%	*88%*	*90%*	*85%*	*87%*	*34%*	*67%*	*40%*	*42%*
		37%	*44%*	*50%*	*60%*	*1%*	*1%*	*6%*	*7%*
Don't know	3	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through Amazon Prime Instant Video?
Base: All who personally use a paid for or free to access service to stream or download

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	213	11	7	8	10	24	2	12	6	11	8	21	2
Weighted Base	241	13**	9**	11**	12**	28**	2**	15**	6**	14**	9**	26**	1**
Audio description for those with any difficulty seeing	3	1	2	-	2	1	2	3	-	3	-	3	-
	1%	*11%*	*19%*	-	*13%*	*5%*	*76%*	*21%*	-	*22%*	-	*12%*	-
		47%	*53%*	-	*53%*	*47%*	*53%*	*100%*	-	*100%*	-	*100%*	-
Signing for those with any difficulty hearing	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Subtitles for those with any difficulty hearing	21	7	7	7	6	14	2	10	4	9	4	16	1
	9%	*56%*	*84%*	*68%*	*45%*	*51%*	*100%*	*66%*	*61%*	*63%*	*43%*	*64%*	*100%*
		35%	*35%*	*35%*	*27%*	*70%*	*10%*	*47%*	*19%*	*43%*	*19%*	*80%*	*6%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
ANY ACCESS SERVICE	21	7	7	7	6	14	2	10	4	9	4	16	1
	9%	*56%*	*84%*	*68%*	*45%*	*51%*	*100%*	*66%*	*61%*	*63%*	*43%*	*64%*	*100%*
		35%	*35%*	*35%*	*27%*	*70%*	*10%*	*47%*	*19%*	*43%*	*19%*	*80%*	*6%*
None of these	218	6	1	3	7	14	-	5	3	5	5	9	-
	90%	*44%*	*16%*	*32%*	*55%*	*49%*	-	*34%*	*39%*	*37%*	*57%*	*36%*	-
		3%	*1%*	*2%*	*3%*	*6%*	-	*2%*	*1%*	*2%*	*2%*	*4%*	-
Don't know	3	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through iTunes?
Base: All who personally use a paid for or free to access service to stream or download

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	152	71	81	73	74	5	92	60	115	37	118	18	11	5
Weighted Base	178	84*	94*	83*	90*	4**	111*	67*	134	44*	147	21**	8**	2**
Audio description for those with any difficulty seeing	3	2	1	3	-	-	2	1	3	-	2	1	-	-
	2%	*2%*	*1%*	*3%*	-	-	*1%*	*2%*	*2%*	-	*1%*	*6%*	-	-
		56%	*44%*	*100%*	-	-	*56%*	*44%*	*100%*	-	*56%*	*44%*	-	-
Signing for those with any difficulty hearing	2	-	2	1	1	-	1	1	2	-	1	1	-	-
	1%	-	*2%*	*2%*	*1%*	-	*1%*	*2%*	*2%*	-	*1%*	*6%*	-	-
		-	*100%*	*57%*	*43%*	-	*43%*	*57%*	*100%*	-	*43%*	*57%*	-	-
Subtitles for those with any difficulty hearing	9	4	4	5	4	-	4	4	8	1	5	3	-	-
	5%	*5%*	*5%*	*6%*	*4%*	-	*4%*	*6%*	*6%*	*2%*	*4%*	*17%*	-	-
		50%	*50%*	*57%*	*43%*	-	*52%*	*48%*	*89%*	*11%*	*60%*	*40%*	-	-
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	10	6	4	7	4	-	6	4	9	1	7	3	-	-
	6%	*7%*	*5%*	*8%*	*4%*	-	*5%*	*6%*	*7%*	*2%*	*5%*	*17%*	-	-
		58%	*42%*	*64%*	*36%*	-	*59%*	*41%*	*91%*	*9%*	*67%*	*33%*	-	-
None of these	162	74	88	77	81	4	102	60	120	43	135	17	8	2
	91%	*88%*	*94%*	*92%*	*90%*	*100%*	*92%*	*90%*	*89%*	*98%*	*92%*	*83%*	*100%*	*100%*
		46%	*54%*	*47%*	*50%*	*3%*	*63%*	*37%*	*74%*	*26%*	*83%*	*11%*	*5%*	*1%*
Don't know	5	4	1	-	5	-	3	2	5	-	5	-	-	-
	3%	*5%*	*1%*	-	*6%*	-	*3%*	*3%*	*4%*	-	*4%*	-	-	-
		74%	*26%*	-	*100%*	-	*56%*	*44%*	*100%*	-	*100%*	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through iTunes?
Base: All who personally use a paid for or free to access service to stream or download

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	152	30	4	6	10	-	-	-	-	3	-	1	2	-
Weighted Base	178	38**	5**	9**	15**	-**	-**	-**	-**	4**	-**	1**	4**	-**
Audio description for those with any difficulty seeing	3	3	-	2	2	-	-	-	-	-	-	-	2	-
	2%	*8%*	-	*17%*	*11%*	-	-	-	-	-	-	-	*45%*	-
		100%	-	*56%*	*56%*	-	-	-	-	-	-	-	*56%*	-
Signing for those with any difficulty hearing	2	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*3%*	-	-	-	-	-	-	-	-	-	-	-	-
		57%	-	-	-	-	-	-	-	-	-	-	-	-
Subtitles for those with any difficulty hearing	9	4	2	-	2	-	-	-	-	2	-	-	-	-
	5%	*11%*	*34%*	-	*12%*	-	-	-	-	*41%*	-	-	-	-
		48%	*21%*	-	*21%*	-	-	-	-	*21%*	-	-	-	-
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	10	6	2	2	3	-	-	-	-	2	-	-	2	-
	6%	*15%*	*34%*	*17%*	*23%*	-	-	-	-	*41%*	-	-	*45%*	-
		57%	*17%*	*16%*	*33%*	-	-	-	-	*17%*	-	-	*16%*	-
None of these	162	31	2	8	10	-	-	-	-	1	-	1	2	-
	91%	*81%*	*37%*	*83%*	*66%*	-	-	-	-	*23%*	-	*100%*	*55%*	-
		19%	*1%*	*5%*	*6%*	-	-	-	-	*1%*	-	*1%*	*1%*	-
Don't know	5	2	2	-	2	-	-	-	-	2	-	-	-	-
	3%	*4%*	*29%*	-	*10%*	-	-	-	-	*35%*	-	-	-	-
		30%	*30%*	-	*30%*	-	-	-	-	*30%*	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through iTunes?
Base: All who personally use a paid for or free to access service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	152	51	55	78	80	6	5	23	24
Weighted Base	178	62*	67*	94*	96*	8**	5**	27**	29**
Audio description for those with any difficulty seeing	3	1	1	1	1	3	1	1	3
	2%	*2%*	*2%*	*1%*	*1%*	*35%*	*24%*	*5%*	*10%*
		44%	*44%*	*44%*	*44%*	*100%*	*44%*	*44%*	*100%*
Signing for those with any difficulty hearing	2	1	1	2	2	1	2	2	2
	1%	*2%*	*2%*	*2%*	*2%*	*15%*	*42%*	*8%*	*8%*
		57%	*57%*	*100%*	*100%*	*57%*	*100%*	*100%*	*100%*
Subtitles for those with any difficulty hearing	9	5	5	9	9	4	2	9	9
	5%	*8%*	*7%*	*9%*	*9%*	*53%*	*42%*	*32%*	*30%*
		59%	*54%*	*100%*	*100%*	*51%*	*26%*	*100%*	*100%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SUMMARY CODE									
ANY ACCESS SERVICE	10	5	5	9	9	6	2	9	10
	6%	*8%*	*7%*	*9%*	*9%*	*72%*	*42%*	*32%*	*36%*
		50%	*46%*	*84%*	*84%*	*59%*	*22%*	*84%*	*100%*
None of these	162	57	63	85	88	2	3	18	18
	91%	*92%*	*93%*	*91%*	*91%*	*28%*	*58%*	*68%*	*64%*
		35%	*39%*	*52%*	*54%*	*1%*	*2%*	*11%*	*11%*
Don't know	5	-	-	-	-	-	-	-	-
	3%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through iTunes?
Base: All who personally use a paid for or free to access service to stream or download

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	152	13	3	10	4	20	1	10	5	11	5	16	-
Weighted Base	178	16**	3**	12**	5**	25**	1**	13**	6**	13**	7**	20**	-**
Audio description for those with any difficulty seeing	3	1	-	1	-	1	-	3	-	1	-	1	-
	2%	*8%*	-	*11%*	-	*5%*	-	*22%*	-	*10%*	-	*7%*	-
		44%	-	*44%*	-	*44%*	-	*100%*	-	*44%*	-	*44%*	-
Signing for those with any difficulty hearing	2	1	1	1	1	2	-	1	-	1	-	1	-
	1%	*8%*	*31%*	*11%*	*18%*	*9%*	-	*10%*	-	*10%*	-	*7%*	-
		57%	*43%*	*57%*	*43%*	*100%*	-	*57%*	-	*57%*	-	*57%*	-
Subtitles for those with any difficulty hearing	9	5	2	3	1	9	-	4	3	3	3	5	-
	5%	*34%*	*75%*	*26%*	*18%*	*35%*	-	*31%*	*42%*	*24%*	*39%*	*27%*	-
		62%	*27%*	*36%*	*11%*	*100%*	-	*48%*	*30%*	*36%*	*30%*	*60%*	-
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
ANY ACCESS SERVICE	10	5	2	3	1	9	-	6	3	3	3	5	-
	6%	*34%*	*75%*	*26%*	*18%*	*35%*	-	*44%*	*42%*	*24%*	*39%*	*27%*	-
		52%	*22%*	*30%*	*9%*	*84%*	-	*57%*	*25%*	*30%*	*25%*	*51%*	-
None of these	162	9	1	7	4	14	1	6	4	8	4	13	-
	91%	*56%*	*25%*	*61%*	*82%*	*59%*	*100%*	*45%*	*58%*	*64%*	*61%*	*66%*	-
		6%	*	*5%*	*3%*	*9%*	*1%*	*4%*	*2%*	*5%*	*3%*	*8%*	-
Don't know	5	2	-	2	-	2	-	2	-	2	-	2	-
	3%	*10%*	-	*13%*	-	*6%*	-	*12%*	-	*12%*	-	*8%*	-
		30%	-	*30%*	-	*30%*	-	*30%*	-	*30%*	-	*30%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through BBC iPlayer?
Base: All who personally use a paid for or free to access service to stream or download

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	889	436	453	330	431	128	557	332	694	195	705	73	73	38
Weighted Base	962	487	474	362	513	87	627	335	765	196	816	86*	44*	16*
Audio description for those with any difficulty seeing	7	4	2	4	2	-	4	3	7	-	5	1	-	-
	1%	*1%*	*	*1%*	*	-	*1%*	*1%*	*1%*	-	*1%*	*1%*	-	-
		66%	*34%*	*65%*	*35%*	-	*60%*	*40%*	*100%*	-	*80%*	*20%*	-	-
Signing for those with any difficulty hearing	9	4	4	2	6	-	5	4	9	-	6	3	-	-
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	-	*1%*	*3%*	-	-
		50%	*50%*	*28%*	*72%*	-	*54%*	*46%*	*100%*	-	*69%*	*31%*	-	-
Subtitles for those with any difficulty hearing	68	27	40	27	35	6	52	16	53	15	54	9	4	*
	7%	*6%*	*8%*	*7%*	*7%*	*7%*	*8%*	*5%*	*7%*	*7%*	*7%*	*11%*	*8%*	*2%*
		40%	*60%*	*39%*	*51%*	*9%*	*77%*	*23%*	*78%*	*22%*	*80%*	*14%*	*6%*	*
Other type of service for those with any difficulty hearing or seeing	1	1	-	-	-	1	1	-	1	-	1	-	-	-
	*	*	-	-	-	*1%*	*	-	*	-	*	-	-	-
		100%	-	-	-	100%d	*100%*	-	*100%*	-	*100%*	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	72	31	41	30	36	7	57	16	57	15	59	9	4	*
	7%	*6%*	*9%*	*8%*	*7%*	*8%*	*9%*	*5%*	*8%*	*7%*	*7%*	*11%*	*8%*	*2%*
		43%	*57%*	*41%*	*49%*	*10%*	78%g	*22%*	*80%*	*20%*	*82%*	*13%*	*5%*	*
None of these	885	456	430	331	475	79	570	316	705	181	755	75	40	15
	92%	*93%*	*91%*	*91%*	*93%*	*91%*	*91%*	*94%*	*92%*	*92%*	*92%*	*88%*	*90%*	*98%*
		51%	*49%*	*37%*	*54%*	*9%*	*64%*	*36%*	*80%*	*20%*	*85%*	*9%*	*4%*	*2%*
Don't know	4	1	3	1	2	1	*	4	3	1	3	1	*	-
	*	*	*1%*	*	*	*1%*	*	*1%*	*	*	*	*1%*	*1%*	-
		23%	*77%*	*34%*	*42%*	*24%*	*11%*	89%f	*77%*	*23%*	*66%*	*23%*	*11%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through BBC iPlayer?
Base: All who personally use a paid for or free to access service to stream or download

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	889	163	31	26	53	4	-	6	4	17	-	1	4	8
Weighted Base	962	173	28**	28**	54*	2**	-**	6**	3**	15**	-**	1**	6**	7**
Audio description for those with any difficulty seeing	7	4	-	2	2	-	-	-	-	-	-	-	2	-
	1%	*2%*	-	*6%*	*3%*	-	-	-	-	-	-	-	*28%*	-
		65%	-	*25%*	*25%*	-	-	-	-	-	-	-	*25%*	-
Signing for those with any difficulty hearing	9	3	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*2%*	-	-	-	-	-	-	-	-	-	-	-	-
		30%	-	-	-	-	-	-	-	-	-	-	-	-
Subtitles for those with any difficulty hearing	68	21	8	3	11	-	-	3	1	4	-	-	-	2
	7%	*12%*	*27%*	*12%*	*21%*	-	-	*46%*	*28%*	*27%*	-	-	-	*28%*
		32%	*11%*	*5%*	*16%*	-	-	*4%*	*1%*	*6%*	-	-	-	*3%*
Other type of service for those with any difficulty hearing or seeing	1	1	1	1	1	1	-	1	-	-	-	-	-	1
	*	*	*2%*	*2%*	*1%*	*29%*	-	*10%*	-	-	-	-	-	*8%*
		100%	*100%*	*100%*	*100%*	*100%*	-	*100%*	-	-	-	-	-	*100%*
SUMMARY CODE														
ANY ACCESS SERVICE	72	24	8	6	13	1	-	3	1	4	-	-	2	3
	7%	*14%*	*30%*	*20%*	*25%*	*29%*	-	*56%*	*28%*	*27%*	-	-	*28%*	*36%*
		33%	*11%*	*8%*	*18%*	*1%*	-	*4%*	*1%*	*6%*	-	-	*2%*	*4%*
None of these	885	148	20	21	39	1	-	3	2	11	-	1	4	5
	92%	*86%*	*70%*	*76%*	*73%*	*71%*	-	*44%*	*72%*	*73%*	-	*100%*	*72%*	*64%*
		17%	*2%*	*2%*	*4%*	*	-	*	*	*1%*	-	*	*	*1%*
Don't know	4	1	-	1	1	-	-	-	-	-	-	-	-	-
	*	*1%*	-	*3%*	*2%*	-	-	-	-	-	-	-	-	-
		24%	-	*24%*	*24%*	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through BBC iPlayer?
Base: All who personally use a paid for or free to access service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	889	323	352	455	513	16	15	114	120
Weighted Base	962	347	377	485	548	22**	19**	125	133
Audio description for those with any difficulty seeing	7	4	3	3	4	7	3	3	7
	1%	*1%*	*1%*	*1%*	*1%*	*30%*	*14%*	*2%*	*5%*
		61%	*40%*	*40%*	*61%*	*100%*	*40%*	*40%*	*100%*
Signing for those with any difficulty hearing	9	5	8	9	9	4	9	9	9
	1%	*2%*	*2%*	*2%*	*2%*	*18%*	*47%*	*7%*	*7%*
		62%	*89%*	*100%*	*100%*	*44%*	*100%*	*100%*	*100%*
Subtitles for those with any difficulty hearing	68	40	36	63	64	8	10	68	68
	7%	*11%*	*10%*	*13%*	*12%*	*38%*	*51%*	*54%*	*51%*
		59%	*53%*	*93%*	*95%*	*12%*	*14%*	*100%*	*100%*
Other type of service for those with any difficulty hearing or seeing	1	1	1	1	1	-	-	-	-
	*	*	*	*	*	-	-	-	-
		100%	*100%*	*100%*	*100%*	-	-	-	-
SUMMARY CODE									
ANY ACCESS SERVICE	72	42	37	64	66	12	10	68	71
	7%	*12%*	*10%*	*13%*	*12%*	*56%*	*51%*	*54%*	*54%*
		58%	*51%*	*88%*	*92%*	*17%*	*13%*	*94%*	*99%*
None of these	885	304	340	420	480	10	9	57	62
	92%	*88%*	*90%*	*87%*	*88%*	*44%*	*49%*	*46%*	*46%*
		34%	*38%*	*47%*	*54%*	*1%*	*1%*	*6%*	*7%*
Don't know	4	1	*	*	1	-	-	-	-
	*	*	*	*	*	-	-	-	-
		34%	*11%*	*11%*	*34%*	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through BBC iPlayer?
Base: All who personally use a paid for or free to access service to stream or download

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	889	49	20	46	23	100	9	43	21	49	23	81	8
Weighted Base	962	55*	21**	54*	26**	107*	10**	51*	23**	56*	27**	90*	7**
Audio description for those with any difficulty seeing	7	4	-	5	-	5	-	6	-	5	-	4	-
	1%	*7%*	-	*9%*	-	*5%*	-	*11%*	-	*9%*	-	*4%*	-
		61%	-	*75%*	-	*75%*	-	*86%*	-	*75%*	-	*61%*	-
Signing for those with any difficulty hearing	9	4	2	4	1	5	-	4	1	4	1	4	-
	1%	*8%*	*9%*	*8%*	*4%*	*5%*	-	*8%*	*4%*	*8%*	*4%*	*5%*	-
		48%	*21%*	*48%*	*11%*	*59%*	-	*48%*	*11%*	*48%*	*11%*	*48%*	-
Subtitles for those with any difficulty hearing	68	28	12	21	12	51	3	21	12	24	14	46	1
	7%	*51%*	*55%*	*40%*	*48%*	*47%*	*31%*	*41%*	*54%*	*43%*	*52%*	*51%*	*13%*
		41%	*17%*	*31%*	*18%*	*75%*	*5%*	*31%*	*18%*	*36%*	*21%*	*67%*	*1%*
Other type of service for those with any difficulty hearing or seeing	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
ANY ACCESS SERVICE	72	29	12	23	12	53	3	24	12	26	14	47	1
	7%	*53%*	*55%*	*44%*	*48%*	*49%*	*31%*	*47%*	*54%*	*47%*	*52%*	*52%*	*13%*
		40%	*16%*	*32%*	*17%*	*73%*	*4%*	*33%*	*17%*	*37%*	*19%*	*65%*	*1%*
None of these	885	25	10	29	13	53	7	26	11	28	13	42	6
	92%	*45%*	*45%*	*54%*	*52%*	*50%*	*69%*	*51%*	*46%*	*51%*	*48%*	*47%*	*87%*
		3%	*1%*	*3%*	*1%*	*6%*	*1%*	*3%*	*1%*	*3%*	*1%*	*5%*	*1%*
Don't know	4	1	-	1	-	1	-	1	-	1	-	1	-
	*	*2%*	-	*2%*	-	*1%*	-	*2%*	-	*2%*	-	*1%*	-
		24%	-	*24%*	-	*24%*	-	*24%*	-	*24%*	-	*24%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through My5 (formerly Demand 5)?
Base: All who personally use a paid for or free to access service to stream or download

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	120	65	55	56	48	16	70	50	93	27	89	8	18	5
Weighted Base	126	70*	57*	61*	54*	11**	77*	49*	101*	25**	105*	9**	11**	2**
Audio description for those with any difficulty seeing	3	1	1	1	1	-	-	3	3	-	1	1	-	-
	2%	*2%*	*2%*	*2%*	*3%*	-	-	*5%*	*3%*	-	*1%*	*14%*	-	-
		52%	*48%*	*48%*	*52%*	-	-	*100%*	*100%*	-	*52%*	*48%*	-	-
Signing for those with any difficulty hearing	3	1	1	1	1	-	-	3	3	-	1	1	-	-
	2%	*2%*	*2%*	*2%*	*3%*	-	-	*5%*	*3%*	-	*1%*	*14%*	-	-
		52%	*48%*	*48%*	*52%*	-	-	*100%*	*100%*	-	*52%*	*48%*	-	-
Subtitles for those with any difficulty hearing	11	5	6	4	5	2	8	3	10	1	8	3	-	-
	9%	*7%*	*11%*	*7%*	*9%*	*16%*	*11%*	*5%*	*9%*	*6%*	*8%*	*29%*	-	-
		43%	*57%*	*37%*	*46%*	*17%*	*76%*	*24%*	*87%*	*13%*	*76%*	*24%*	-	-
Other type of service for those with any difficulty hearing or seeing	1	1	-	-	-	1	1	-	1	-	1	-	-	-
	*	*1%*	-	-	-	*5%*	*1%*	-	*1%*	-	*1%*	-	-	-
		100%	-	-	-	*100%*	*100%*	-	*100%*	-	*100%*	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	11	5	6	4	5	2	9	3	10	1	9	3	-	-
	9%	*8%*	*11%*	*7%*	*9%*	*22%*	*11%*	*5%*	*10%*	*6%*	*8%*	*29%*	-	-
		46%	*54%*	*35%*	*44%*	*21%*	*77%*	*23%*	*88%*	*12%*	*77%*	*23%*	-	-
None of these	115	64	50	57	49	9	68	46	91	24	96	6	11	2
	91%	*92%*	*89%*	*93%*	*91%*	*78%*	*89%*	*95%*	*90%*	*94%*	*92%*	*71%*	*100%*	*100%*
		56%	*44%*	*50%*	*43%*	*8%*	*60%*	*40%*	*79%*	*21%*	*83%*	*6%*	*9%*	*2%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through My5 (formerly Demand 5)?
Base: All who personally use a paid for or free to access service to stream or download

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	120	29	6	4	9	1	-	1	-	5	-	1	1	1
Weighted Base	126	34**	6**	4**	9**	1**	-**	1**	-**	5**	-**	1**	1**	1**
Audio description for those with any difficulty seeing	3	3	-	-	-	-	-	-	-	-	-	-	-	-
	2%	*8%*	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	-
Signing for those with any difficulty hearing	3	3	-	-	-	-	-	-	-	-	-	-	-	-
	2%	*8%*	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	-
Subtitles for those with any difficulty hearing	11	5	1	-	1	-	-	-	-	1	-	-	-	-
	9%	*15%*	*23%*	-	*15%*	-	-	-	-	*26%*	-	-	-	-
		48%	*13%*	-	*13%*	-	-	-	-	*13%*	-	-	-	-
Other type of service for those with any difficulty hearing or seeing	1	1	1	1	1	1	-	1	-	-	-	-	-	1
	*	*2%*	*10%*	*15%*	*6%*	*100%*	-	*100%*	-	-	-	-	-	*100%*
		100%	*100%*	*100%*	*100%*	*100%*	-	*100%*	-	-	-	-	-	*100%*
SUMMARY CODE														
ANY ACCESS SERVICE	11	6	2	1	2	1	-	1	-	1	-	-	-	1
	9%	*17%*	*33%*	*15%*	*21%*	*100%*	-	*100%*	-	*26%*	-	-	-	*100%*
		50%	*17%*	*5%*	*17%*	*5%*	-	*5%*	-	*12%*	-	-	-	*5%*
None of these	115	29	4	3	7	-	-	-	-	4	-	1	1	-
	91%	*83%*	*67%*	*85%*	*79%*	-	-	-	-	*74%*	-	*100%*	*100%*	-
		25%	*4%*	*3%*	*6%*	-	-	-	-	*4%*	-	*1%*	*1%*	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through My5 (formerly Demand 5)?
Base: All who personally use a paid for or free to access service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	120	51	56	64	70	5	5	17	19
Weighted Base	126	56*	61*	69*	77*	7**	7**	19**	22**
Audio description for those with any difficulty seeing	3	3	3	3	3	3	3	3	3
	2%	*5%*	*4%*	*4%*	*3%*	*38%*	*38%*	*14%*	*12%*
		100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
Signing for those with any difficulty hearing	3	3	3	3	3	3	3	3	3
	2%	*5%*	*4%*	*4%*	*3%*	*38%*	*38%*	*14%*	*12%*
		100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
Subtitles for those with any difficulty hearing	11	7	6	9	9	3	3	11	11
	9%	*13%*	*10%*	*12%*	*11%*	*38%*	*38%*	*57%*	*50%*
		66%	*58%*	*78%*	*78%*	*24%*	*24%*	*100%*	*100%*
Other type of service for those with any difficulty hearing or seeing	1	1	1	1	1	-	-	-	-
	*	*1%*	*1%*	*1%*	*1%*	-	-	-	-
		100%	*100%*	*100%*	*100%*	-	-	-	-
SUMMARY CODE									
ANY ACCESS SERVICE	11	8	7	9	9	3	3	11	11
	9%	*14%*	*11%*	*13%*	*12%*	*38%*	*38%*	*57%*	*50%*
		67%	*60%*	*79%*	*79%*	*23%*	*23%*	*95%*	*95%*
None of these	115	48	54	60	68	4	4	8	11
	91%	*86%*	*89%*	*87%*	*88%*	*62%*	*62%*	*43%*	*50%*
		42%	*47%*	*52%*	*59%*	*4%*	*4%*	*7%*	*10%*
Don't know	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through My5 (formerly Demand 5)?
Base: All who personally use a paid for or free to access service to stream or download

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	120	6	3	6	5	16	1	7	3	10	3	12	1
Weighted Base	126	8**	3**	8**	6**	18**	1**	8**	3**	12**	3**	14**	1**
Audio description for those with any difficulty seeing	3	3	-	3	-	3	-	3	-	3	-	3	-
	2%	*34%*	-	*34%*	-	*14%*	-	*31%*	-	*22%*	-	*18%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
Signing for those with any difficulty hearing	3	3	-	3	-	3	-	3	-	3	-	3	-
	2%	*34%*	-	*34%*	-	*14%*	-	*31%*	-	*22%*	-	*18%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
Subtitles for those with any difficulty hearing	11	4	1	4	2	9	-	4	1	5	1	7	-
	9%	*52%*	*43%*	*52%*	*43%*	*48%*	-	*47%*	*43%*	*41%*	*43%*	*51%*	-
		37%	*12%*	*37%*	*22%*	*80%*	-	*37%*	*12%*	*46%*	*12%*	*67%*	-
Other type of service for those with any difficulty hearing or seeing	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
ANY ACCESS SERVICE	11	4	1	4	2	9	-	4	1	5	1	7	-
	9%	*52%*	*43%*	*52%*	*43%*	*48%*	-	*47%*	*43%*	*41%*	*43%*	*51%*	-
		35%	*12%*	*35%*	*21%*	*76%*	-	*35%*	*12%*	*44%*	*12%*	*64%*	-
None of these	115	4	2	4	3	10	1	4	2	7	2	7	1
	91%	*48%*	*57%*	*48%*	*57%*	*52%*	*100%*	*53%*	*57%*	*59%*	*57%*	*49%*	*100%*
		3%	*2%*	*3%*	*3%*	*8%*	*1%*	*4%*	*2%*	*6%*	*2%*	*6%*	*1%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through ITV Hub (formerly ITV Player)?
Base: All who personally use a paid for or free to access service to stream or download

	Total	GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
		Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	380	180	200	134	193	53	236	144	307	73	327	14	31	8
Weighted Base	420	205	214	152	232	36*	271	149	343	77*	382	15**	20**	3**
Audio description for those with any difficulty seeing	3	1	1	1	1	-	-	3	3	-	1	1	-	-
	1%	*1%*	*1%*	*1%*	*1%*	-	-	*2%*	*1%*	-	*	*9%*	-	-
		52%	*48%*	*48%*	*52%*	-	-	100%f	*100%*	-	*52%*	*48%*	-	-
Signing for those with any difficulty hearing	8	4	3	4	4	-	4	4	8	-	5	3	-	-
	2%	*2%*	*2%*	*3%*	*2%*	-	*1%*	*3%*	*2%*	-	*1%*	*19%*	-	-
		56%	*44%*	*52%*	*48%*	-	*48%*	*52%*	*100%*	-	*65%*	*35%*	-	-
Subtitles for those with any difficulty hearing	33	18	15	11	17	4	25	7	29	3	29	3	1	-
	8%	*9%*	*7%*	*7%*	*7%*	*11%*	*9%*	*5%*	*9%*	*4%*	*8%*	*19%*	*4%*	-
		55%	*45%*	*35%*	*53%*	*12%*	*78%*	*22%*	*90%*	*10%*	*89%*	*8%*	*2%*	-
Other type of service for those with any difficulty hearing or seeing	1	1	-	-	-	1	1	-	1	-	1	-	-	-
	*	*	-	-	-	*2%*	*	-	*	-	*	-	-	-
		100%	-	-	-	100%d	*100%*	-	*100%*	-	*100%*	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	33	19	15	11	17	5	26	7	30	3	30	3	1	-
	8%	*9%*	*7%*	*7%*	*7%*	*12%*	*10%*	*5%*	*9%*	*4%*	*8%*	*19%*	*4%*	-
		56%	*44%*	*34%*	*52%*	*14%*	*79%*	*21%*	*90%*	*10%*	*89%*	*8%*	*2%*	-
None of these	383	184	199	138	214	32	244	139	309	74	349	12	20	3
	91%	*90%*	*93%*	*91%*	*92%*	*88%*	*90%*	*94%*	*90%*	*96%*	*91%*	*81%*	*96%*	*100%*
		48%	*52%*	*36%*	*56%*	*8%*	*64%*	*36%*	*81%*	*19%*	*91%*	*3%*	*5%*	*1%*
Don't know	3	3	1	3	1	-	1	2	3	-	3	-	-	-
	1%	*1%*	*	*2%*	*	-	*1%*	*1%*	*1%*	-	*1%*	-	-	-
		75%	*25%*	*75%*	*25%*	-	*41%*	*59%*	*100%*	-	*100%*	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through ITV Hub (formerly ITV Player)?
Base: All who personally use a paid for or free to access service to stream or download

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	380	72	12	11	22	1	-	1	2	8	-	1	2	2
Weighted Base	420	80*	11**	13**	23**	1**	-**	1**	2**	7**	-**	1**	2**	2**
Audio description for those with any difficulty seeing	3	3	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*3%*	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	-
Signing for those with any difficulty hearing	8	3	-	-	-	-	-	-	-	-	-	-	-	-
	2%	*3%*	-	-	-	-	-	-	-	-	-	-	-	-
		33%	-	-	-	-	-	-	-	-	-	-	-	-
Subtitles for those with any difficulty hearing	33	7	1	1	2	-	-	-	-	1	-	-	-	-
	8%	*8%*	*7%*	*10%*	*9%*	-	-	-	-	*10%*	-	-	-	-
		20%	*2%*	*4%*	*6%*	-	-	-	-	*2%*	-	-	-	-
Other type of service for those with any difficulty hearing or seeing	1	1	1	1	1	1	-	1	-	-	-	-	-	1
	*	*1%*	*6%*	*5%*	*3%*	*100%*	-	*100%*	-	-	-	-	-	*27%*
		100%	*100%*	*100%*	*100%*	*100%*	-	*100%*	-	-	-	-	-	*100%*
SUMMARY CODE														
ANY ACCESS SERVICE	33	7	1	2	3	1	-	1	-	1	-	-	-	1
	8%	*9%*	*13%*	*14%*	*11%*	*100%*	-	*100%*	-	*10%*	-	-	-	*27%*
		21%	*4%*	*6%*	*8%*	*2%*	-	*2%*	-	*2%*	-	-	-	*2%*
None of these	383	73	9	11	20	-	-	-	2	7	-	1	2	2
	91%	*91%*	*87%*	*86%*	*89%*	-	-	-	*100%*	*90%*	-	*100%*	*100%*	*73%*
		19%	*2%*	*3%*	*5%*	-	-	-	*	*2%*	-	*	*1%*	*
Don't know	3	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through ITV Hub (formerly ITV Player)?
Base: All who personally use a paid for or free to access service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	380	155	177	214	238	9	12	54	56
Weighted Base	420	173	196	238	264	13**	15**	63*	66*
Audio description for those with any difficulty seeing	3	3	3	3	3	3	3	3	3
	1%	*2%*	*1%*	*1%*	*1%*	*21%*	*17%*	*4%*	*4%*
		100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
Signing for those with any difficulty hearing	8	5	6	8	8	4	8	8	8
	2%	*3%*	*3%*	*3%*	*3%*	*30%*	*51%*	*12%*	*12%*
		69%	*79%*	*100%*	*100%*	*49%*	*100%*	*100%*	*100%*
Subtitles for those with any difficulty hearing	33	19	19	30	31	7	9	33	33
	8%	*11%*	*10%*	*12%*	*12%*	*52%*	*56%*	*51%*	*49%*
		59%	*58%*	*91%*	*94%*	*20%*	*27%*	*100%*	*100%*
Other type of service for those with any difficulty hearing or seeing	1	1	1	1	1	-	-	-	-
	*	*	*	*	*	-	-	-	-
		100%	*100%*	*100%*	*100%*	-	-	-	-
SUMMARY CODE									
ANY ACCESS SERVICE	33	20	19	30	31	7	9	33	33
	8%	*11%*	*10%*	*13%*	*12%*	*52%*	*56%*	*51%*	*49%*
		60%	*58%*	*91%*	*94%*	*20%*	*26%*	*98%*	*98%*
None of these	383	153	177	208	233	6	7	31	34
	91%	*89%*	*90%*	*87%*	*88%*	*48%*	*44%*	*49%*	*51%*
		40%	*46%*	*54%*	*61%*	*2%*	*2%*	*8%*	*9%*
Don't know	3	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through ITV Hub (formerly ITV Player)?
Base: All who personally use a paid for or free to access service to stream or download

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	380	19	12	21	13	49	3	20	11	24	11	39	2
Weighted Base	420	23**	13**	25**	15**	56*	3**	23**	12**	27**	14**	45*	1**
Audio description for those with any difficulty seeing	3	3	-	3	-	3	-	3	-	3	-	3	-
	1%	*11%*	-	*10%*	-	*5%*	-	*11%*	-	*10%*	-	*6%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
Signing for those with any difficulty hearing	8	4	1	4	-	4	-	4	1	4	1	4	-
	2%	*18%*	*7%*	*17%*	-	*8%*	-	*18%*	*8%*	*16%*	*7%*	*10%*	-
		54%	*12%*	*54%*	-	*54%*	-	*54%*	*12%*	*54%*	*12%*	*54%*	-
Subtitles for those with any difficulty hearing	33	8	6	15	2	26	-	10	5	13	4	20	-
	8%	*34%*	*49%*	*58%*	*13%*	*46%*	-	*42%*	*39%*	*49%*	*31%*	*46%*	-
		25%	*20%*	*45%*	*6%*	*78%*	-	*30%*	*15%*	*41%*	*13%*	*62%*	-
Other type of service for those with any difficulty hearing or seeing	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
ANY ACCESS SERVICE	33	8	6	15	2	26	-	10	5	13	4	20	-
	8%	*34%*	*49%*	*58%*	*13%*	*46%*	-	*42%*	*39%*	*49%*	*31%*	*46%*	-
		24%	*19%*	*44%*	*6%*	*77%*	-	*30%*	*14%*	*40%*	*13%*	*61%*	-
None of these	383	15	7	11	13	30	3	14	7	14	9	24	1
	91%	*66%*	*51%*	*42%*	*87%*	*54%*	*100%*	*58%*	*61%*	*51%*	*69%*	*54%*	*100%*
		4%	*2%*	*3%*	*4%*	*8%*	*1%*	*4%*	*2%*	*4%*	*2%*	*6%*	*
Don't know	3	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through All 4?
Base: All who personally use a paid for or free to access service to stream or download

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	275	138	137	136	112	27	169	106	223	52	223	16	29	7
Weighted Base	302	154	148	151	131	20**	195	106*	250	52*	262	18**	19**	3**
Audio description for those with any difficulty seeing	5	3	3	3	3	-	3	3	5	-	4	1	-	-
	2%	*2%*	*2%*	*2%*	*2%*	-	*1%*	*2%*	*2%*	-	*2%*	*7%*	-	-
		50%	*50%*	*48%*	*52%*	-	*51%*	*49%*	*100%*	-	*76%*	*24%*	-	-
Signing for those with any difficulty hearing	6	1	5	1	5	-	3	3	6	-	5	1	-	-
	2%	*1%*	*3%*	*1%*	*4%*	-	*2%*	*2%*	*2%*	-	*2%*	*7%*	-	-
		23%	*77%*	*21%*	*79%*	-	*56%*	*44%*	*100%*	-	*79%*	*21%*	-	-
Subtitles for those with any difficulty hearing	22	7	15	10	9	2	18	4	19	3	17	4	1	-
	7%	*5%*	*10%*	*7%*	*7%*	*12%*	*9%*	*3%*	*8%*	*6%*	*7%*	*22%*	*4%*	-
		33%	*67%*	*46%*	*43%*	*11%*	*84%*	*16%*	*87%*	*13%*	*79%*	*18%*	*4%*	-
Other type of service for those with any difficulty hearing or seeing	1	1	-	-	-	1	1	-	1	-	1	-	-	-
	*	*	-	-	-	*3%*	*	-	*	-	*	-	-	-
		100%	-	-	-	*100%*	*100%*	-	*100%*	-	*100%*	-	-	-
SUMMARY CODE														
ANY ACCESS SERVICE	24	9	15	12	9	3	20	4	21	3	19	4	1	-
	8%	*6%*	*10%*	*8%*	*7%*	*15%*	*10%*	*3%*	*8%*	*6%*	*7%*	*22%*	*4%*	-
		38%	*62%*	*48%*	*39%*	*13%*	85%g	*15%*	*88%*	*12%*	*80%*	*16%*	*3%*	-
None of these	277	145	132	139	122	16	175	102	228	49	242	14	18	3
	92%	*94%*	*89%*	*92%*	*93%*	*81%*	*90%*	*96%*	*91%*	*94%*	*92%*	*78%*	*96%*	*100%*
		52%	*48%*	*50%*	*44%*	*6%*	*63%*	*37%*	*82%*	*18%*	*87%*	*5%*	*6%*	*1%*
Don't know	1	-	1	-	-	1	-	1	1	-	1	-	-	-
	*	-	*1%*	-	-	*4%*	-	*1%*	*	-	*	-	-	-
		-	*100%*	-	-	*100%*	-	*100%*	*100%*	-	*100%*	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through All 4?
Base: All who personally use a paid for or free to access service to stream or download

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	275	57	7	9	15	1	-	1	-	5	-	1	1	2
Weighted Base	302	63*	7**	11**	17**	1**	-**	1**	-**	5**	-**	1**	1**	2**
Audio description for those with any difficulty seeing	5	3	-	-	-	-	-	-	-	-	-	-	-	-
	2%	*4%*	-	-	-	-	-	-	-	-	-	-	-	-
		49%	-	-	-	-	-	-	-	-	-	-	-	-
Signing for those with any difficulty hearing	6	3	-	-	-	-	-	-	-	-	-	-	-	-
	2%	*4%*	-	-	-	-	-	-	-	-	-	-	-	-
		44%	-	-	-	-	-	-	-	-	-	-	-	-
Subtitles for those with any difficulty hearing	22	8	1	-	1	-	-	-	-	1	-	-	-	-
	7%	*13%*	*19%*	-	*8%*	-	-	-	-	*26%*	-	-	-	-
		38%	*6%*	-	*6%*	-	-	-	-	*6%*	-	-	-	-
Other type of service for those with any difficulty hearing or seeing	1	1	1	1	1	1	-	1	-	-	-	-	-	1
	*	*1%*	*8%*	*6%*	*3%*	*100%*	-	*100%*	-	-	-	-	-	*27%*
		100%	*100%*	*100%*	*100%*	*100%*	-	*100%*	-	-	-	-	-	*100%*
SUMMARY CODE														
ANY ACCESS SERVICE	24	9	2	1	2	1	-	1	-	1	-	-	-	1
	8%	*14%*	*28%*	*6%*	*11%*	*100%*	-	*100%*	-	*26%*	-	-	-	*27%*
		37%	*8%*	*2%*	*8%*	*2%*	-	*2%*	-	*6%*	-	-	-	*2%*
None of these	277	53	5	10	15	-	-	-	-	4	-	1	1	2
	92%	*85%*	*72%*	*94%*	*89%*	-	-	-	-	*74%*	-	*100%*	*100%*	*73%*
		19%	*2%*	*4%*	*6%*	-	-	-	-	*1%*	-	*	*	*1%*
Don't know	1	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	*1%*	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through All 4?
Base: All who personally use a paid for or free to access service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	275	126	139	158	180	9	10	43	46
Weighted Base	302	140	158	177	202	13**	12**	48*	52*
Audio description for those with any difficulty seeing	5	5	4	4	5	5	4	4	5
	2%	*4%*	*3%*	*2%*	*3%*	*42%*	*34%*	*8%*	*10%*
		100%	*75%*	*75%*	*100%*	*100%*	*75%*	*75%*	*100%*
Signing for those with any difficulty hearing	6	4	5	6	6	4	6	6	6
	2%	*3%*	*3%*	*3%*	*3%*	*32%*	*49%*	*12%*	*11%*
		68%	*84%*	*100%*	*100%*	*68%*	*100%*	*100%*	*100%*
Subtitles for those with any difficulty hearing	22	13	12	21	21	4	6	22	22
	7%	*9%*	*8%*	*12%*	*10%*	*32%*	*49%*	*45%*	*42%*
		60%	*55%*	*95%*	*95%*	*19%*	*27%*	*100%*	*100%*
Other type of service for those with any difficulty hearing or seeing	1	1	1	1	1	-	-	-	-
	*	*	*	*	*	-	-	-	-
		100%	*100%*	*100%*	*100%*	-	-	-	-
SUMMARY CODE									
ANY ACCESS SERVICE	24	15	13	21	23	5	6	22	23
	8%	*11%*	*8%*	*12%*	*11%*	*42%*	*49%*	*45%*	*44%*
		64%	*53%*	*90%*	*96%*	*23%*	*25%*	*92%*	*98%*
None of these	277	124	145	155	178	7	6	26	28
	92%	*89%*	*91%*	*87%*	*88%*	*58%*	*51%*	*53%*	*54%*
		45%	*52%*	*56%*	*64%*	*3%*	*2%*	*9%*	*10%*
Don't know	1	1	1	1	1	-	-	1	1
	*	*1%*	*1%*	*	*	-	-	*2%*	*2%*
		100%	*100%*	*100%*	*100%*	-	-	*100%*	*100%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through All 4?
Base: All who personally use a paid for or free to access service to stream or download

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	275	23	7	18	9	37	1	19	7	22	8	31	1
Weighted Base	302	29**	7**	23**	11**	43*	1**	23**	8**	26**	10**	36**	1**
Audio description for those with any difficulty seeing	5	4	-	4	-	4	-	4	-	4	-	4	-
	2%	*14%*	-	*17%*	-	*9%*	-	*17%*	-	*15%*	-	*11%*	-
		74%	-	*74%*	-	*74%*	-	*74%*	-	*74%*	-	*74%*	-
Signing for those with any difficulty hearing	6	3	2	3	1	4	-	3	1	3	1	3	-
	2%	*9%*	*27%*	*11%*	*9%*	*8%*	-	*12%*	*11%*	*10%*	*10%*	*7%*	-
		44%	*32%*	*44%*	*16%*	*60%*	-	*44%*	*16%*	*44%*	*16%*	*44%*	-
Subtitles for those with any difficulty hearing	22	9	3	6	5	18	-	6	2	7	4	15	-
	7%	*31%*	*46%*	*27%*	*42%*	*43%*	-	*24%*	*26%*	*25%*	*45%*	*42%*	-
		41%	*14%*	*28%*	*21%*	*83%*	-	*25%*	*10%*	*31%*	*20%*	*69%*	-
Other type of service for those with any difficulty hearing or seeing	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
ANY ACCESS SERVICE	24	10	3	7	5	20	-	7	2	8	4	16	-
	8%	*36%*	*46%*	*32%*	*42%*	*46%*	-	*30%*	*26%*	*31%*	*45%*	*46%*	-
		44%	*13%*	*31%*	*20%*	*82%*	-	*29%*	*9%*	*34%*	*18%*	*69%*	-
None of these	277	19	3	16	6	23	1	15	6	18	5	20	1
	92%	*64%*	*42%*	*68%*	*58%*	*54%*	*100%*	*66%*	*74%*	*69%*	*55%*	*54%*	*100%*
		7%	*1%*	*6%*	*2%*	*8%*	*	*5%*	*2%*	*7%*	*2%*	*7%*	*
Don't know	1	-	1	-	-	-	-	1	-	-	-	-	-
	*	-	*12%*	-	-	-	-	*4%*	-	-	-	-	-
		-	*100%*	-	-	-	-	*100%*	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through ..? - Summary Table
Base: All who personally use a paid for or free service to stream or download and have any hearing\visual impairment

	Netflix	Amazon Prime Instant Video	NowTV	Wuaki.tv	Sky Store	Sky Go (not Sky Store)	Sky on Demand (not Sky Store)	BT player	Talk Talk TV Store	Virgin on Demand pay-per-view	iTunes	Google play	Blinkbox	Playstation Video	Xbox Video	DisneyLife	BBC Store	Other paid-for service	BBC iPlayer	My5 (formerly Demand 5)
Unweighted Base	22	9	3	1	1	1	3	4	-	4	10	3	-	3	3	-	4	-	53	9
Weighted Base	26	10	4	1	*	1	2	6	-	6	15	3	-	4	4	-	6	-	54	9
Audio description for those with any difficulty seeing	-	-	-	-	-	-	-	2	-	-	2	2	-	-	-	-	2	-	2	-
	-	-	-	-	-	-	-	*29%*	-	-	*11%*	*63%*	-	-	-	-	*28%*	-	*3%*	-
Signing for those with any difficulty hearing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Subtitles for those with any difficulty hearing	10	1	2	-	-	-	1	1	-	-	2	-	-	1	-	-	1	-	11	1
	38%	*14%*	*60%*	-	-	-	*46%*	*24%*	-	-	*12%*	-	-	*32%*	-	-	*24%*	-	*21%*	*15%*
Other type of service for those with any difficulty hearing or seeing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*1%*	*6%*
SUMMARY CODE																				
ANY ACCESS SERVICE	10	1	2	-	-	-	1	3	-	-	3	2	-	1	-	-	3	-	13	2
	38%	*14%*	*60%*	-	-	-	*46%*	*53%*	-	-	*23%*	*63%*	-	*32%*	-	-	*52%*	-	*25%*	*21%*
None of these	16	9	1	1	*	1	1	3	-	6	10	1	-	3	4	-	3	-	39	7
	62%	*86%*	*40%*	*100%*	*100%*	*100%*	*54%*	*47%*	-	*100%*	*66%*	*37%*	-	*68%*	*100%*	-	*48%*	-	*73%*	*79%*
Don't know	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	1	-
	-	-	-	-	-	-	-	-	-	-	*10%*	-	-	-	-	-	-	-	*2%*	-

KANTAR MEDIA

Access services research

Q.9 And do you use any of the following services when streaming or downloading films or (television) programmes through ..? - Summary Table
Base: All who personally use a paid for or free service to stream or download and have any hearing\visual impairment

	ITV Hub (formerly ITV Player)	STV Player	UTV Player	All 4	UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	Other free-to-access service
Unweighted Base	22	1	-	15	6	-
Weighted Base	23	1	-	17	6	-
Audio description for those with any difficulty seeing	-	-	-	-	-	-
	-	-	-	-	-	-
Signing for those with any difficulty hearing	-	-	-	-	-	-
	-	-	-	-	-	-
Subtitles for those with any difficulty hearing	2	-	-	1	-	-
	9%	-	-	*8%*	-	-
Other type of service for those with any difficulty hearing or seeing	1	-	-	1	-	-
	3%	-	-	*3%*	-	-
SUMMARY CODE						
ANY ACCESS SERVICE	3	-	-	2	-	-
	11%	-	-	*11%*	-	-
None of these	20	1	-	15	6	-
	89%	*100%*	-	*89%*	*100%*	-
Don't know	-	-	-	-	-	-
	-	-	-	-	-	-

KANTAR MEDIA

Access services research

Q.8/Q.9 Use of access services across main platform for broadcast TV and on Demand services
Base: All Adults 16+ in UK

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2302	1094	1208	710	970	622	1088	1214	1828	474	1786	181	198	137
Weighted Base	2302	1118	1184	762	1094	446	1170	1132	1870	432	1939	196	115	52
Audio description for those with any difficulty seeing	29	18	11	14	15	-	19	10	28	1	27	1	1	-
	1%	*2%*	*1%*	*2%*	*1%*	-	*2%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	-
		63%	*37%*	49%e	51%e	-	*65%*	*35%*	*95%*	*5%*	*93%*	*4%*	*3%*	-
Signing for those with any difficulty hearing	28	14	15	9	17	2	19	10	28	-	25	3	1	-
	1%	*1%*	*1%*	*1%*	*2%*	*	*2%*	*1%*	*2%*	-	*1%*	*1%*	*1%*	-
		49%	*51%*	*31%*	*61%*	*8%*	*66%*	*34%*	100%i	-	*88%*	*10%*	*3%*	-
Subtitles for those with any difficulty hearing	189	86	103	64	91	35	126	63	151	38	156	21	9	2
	8%	*8%*	*9%*	*8%*	*8%*	*8%*	*11%*	*6%*	*8%*	*9%*	*8%*	*11%*	*8%*	*4%*
		46%	*54%*	*34%*	*48%*	*18%*	67%g	*33%*	*80%*	*20%*	*83%*	11%m	*5%*	*1%*
Other type of service for those with any difficulty hearing or seeing	1	1	-	-	-	1	1	-	1	-	1	-	-	-
	*	*	-	-	-	*	*	-	*	-	*	-	-	-
		100%	-	-	-	*100%*	*100%*	-	*100%*	-	*100%*	-	-	-
None of these	2103	1027	1076	694	998	411	1034	1069	1709	394	1773	174	105	50
	91%	*92%*	*91%*	*91%*	*91%*	*92%*	*88%*	*94%*	*91%*	*91%*	*91%*	*89%*	*92%*	*96%*
		49%	*51%*	*33%*	*47%*	*20%*	*49%*	51%f	*81%*	*19%*	*84%*	*8%*	*5%*	2%k

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base**

Access services research

Q.8/Q.9 Use of access services across main platform for broadcast TV and on Demand services
Base: All Adults 16+ in UK

	Total	Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	2302	558	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	2302	493	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Audio description for those with any difficulty seeing	29	12	2	2	3	-	-	-	-	2	-	-	2	-
	1%	*3%*	*2%*	*2%*	*2%*	-	-	-	-	*4%*	-	-	*9%*	-
		43%	*6%*	*6%*	*12%*	-	-	-	-	*6%*	-	-	*6%*	-
Signing for those with any difficulty hearing	28	7	1	1	2	-	-	-	-	1	-	-	1	-
	1%	*1%*	*1%*	*2%*	*1%*	-	-	-	-	*2%*	-	-	*8%*	-
		24%	*2%*	*5%*	*7%*	-	-	-	-	*2%*	-	-	*5%*	-
Subtitles for those with any difficulty hearing	189	61	24	12	32	4	*	6	4	12	-	1	2	4
	8%	*12%*	*30%*	*13%*	*21%*	*19%*	*30%*	*37%*	*47%*	*30%*	-	*18%*	*11%*	*17%*
		32%	13%ac	*6%*	17%a	*2%*	*	*3%*	*2%*	*6%*	-	*1%*	*1%*	*2%*
Other type of service for those with any difficulty hearing or seeing	1	1	1	1	1	1	-	1	-	-	-	-	-	1
	*	*	*1%*	*1%*	*	*3%*	-	*4%*	-	-	-	-	-	*2%*
		100%	*100%*	*100%*	*100%*	*100%*	-	*100%*	-	-	-	-	-	*100%*
None of these	2103	427	55	73	112	16	1	9	4	28	-	4	13	21
	91%	*87%*	*69%*	*83%*	*76%*	*78%*	*70%*	*59%*	*53%*	*70%*	-	*82%*	*72%*	*81%*
		20%bd	*3%*	3%b	*5%*	*1%*	*	*	*	*1%*	-	*	*1%*	*1%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.8/Q.9 Use of access services across main platform for broadcast TV and on Demand services
Base: All Adults 16+ in UK

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	2302	563	685	872	986	22	24	183	190
Weighted Base	2302	562	672	851	969	29**	28**	189	198
Audio description for those with any difficulty seeing	29	22	17	20	25	29	13	22	29
	1%	*4%*	*3%*	*2%*	*3%*	*100%*	*44%*	*12%*	*15%*
		75%	*60%*	*69%*	*84%*	*100%*	*43%*	*77%*	*100%*
Signing for those with any difficulty hearing	28	18	22	24	28	13	28	26	28
	1%	*3%*	*3%*	*3%*	*3%*	*43%*	*100%*	*14%*	*14%*
		64%	*79%*	*84%*	*97%*	*44%*	*100%*	*90%*	*100%*
Subtitles for those with any difficulty hearing	189	97	92	168	176	22	26	189	189
	8%	*17%*	*14%*	*20%*	*18%*	*77%*	*90%*	*100%*	*95%*
		51%	*49%*	89%b	93%b	*12%*	*14%*	100%h	*100%*
Other type of service for those with any difficulty hearing or seeing	1	1	1	1	1	-	-	-	-
	*	*	*	*	*	-	-	-	-
		100%	*100%*	*100%*	*100%*	-	-	-	-
None of these	2103	459	575	679	785	-	-	-	-
	91%	*82%*	*86%*	*80%*	*81%*	-	-	-	-
		22%	27%cd	*32%*	*37%*	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.8/Q.9 Use of access services across main platform for broadcast TV and on Demand services
Base: All Adults 16+ in UK

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availabilit y of audio description (a)	Any not satisfied with availabilit y of audio description (b)	Any satisfied with availabilit y of Signing (c)	Any not satisfied with availabilit y of Signing (d)	Any satisfied with availabilit y of Subtitles (e)	Any not satisfied with availabilit y of Subtitles (f)	Any satisfied with availabilit y of audio description (g)	Any not satisfied with availabilit y of audio description (h)	Any satisfied with availabilit y of Signing (i)	Any not satisfied with availabilit y of Signing (j)	Any satisfied with availabilit y of Subtitles (k)	Any not satisfied with availabilit y of Subtitles (l)
Unweighted Base	2302	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	2302	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Audio description for those with any difficulty seeing	29	12	3	13	2	17	2	16	3	15	3	15	1
	1%	*12%*	*7%*	*13%*	*4%*	*10%*	*6%*	*18%*	*6%*	*17%*	*6%*	*10%*	*5%*
		42%	*10%*	*45%*	*6%*	*58%*	*6%*	*54%*	*9%*	*53%*	*9%*	*51%*	*4%*
Signing for those with any difficulty hearing	28	9	7	11	5	14	3	10	7	10	6	13	3
	1%	*9%*	*18%*	*11%*	*11%*	*8%*	*9%*	*11%*	*16%*	*11%*	*14%*	*9%*	*14%*
		32%	*26%*	*38%*	*18%*	*50%*	*10%*	*36%*	*23%*	*35%*	*20%*	*46%*	*12%*
Subtitles for those with any difficulty hearing	189	65	26	60	29	133	12	58	24	60	26	111	8
	8%	*66%*	*61%*	*62%*	*62%*	*76%*	*42%*	*65%*	*59%*	*66%*	*60%*	*75%*	*34%*
		35%	*14%*	*32%*	*15%*	70%c	*7%*	*31%*	*13%*	*32%*	*14%*	*59%*	*4%*
Other type of service for those with any difficulty hearing or seeing	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
None of these	2103	31	15	33	16	36	17	27	15	25	16	33	16
	91%	*31%*	*36%*	*34%*	*35%*	*21%*	*58%*	*30%*	*37%*	*28%*	*37%*	*22%*	*66%*
		1%	*1%*	*2%e*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Access services research

Q.8/Q.9 Use of access services across main platform for broadcast TV and on Demand services
Base: All with any hearing\visual impairment

	Total	GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
		Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base	147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
Audio description for those with any difficulty seeing	3	3	-	2	2	-	2	2	3	-	3	-	-	-
	2%	*6%*	-	*6%*	*3%*	-	*3%*	*2%*	*3%*	-	*3%*	-	-	-
		100%b	-	*48%*	*52%*	-	*48%*	*52%*	*100%*	-	*100%*	-	-	-
Signing for those with any difficulty hearing	2	-	2	-	1	1	2	-	2	-	2	-	-	-
	1%	-	*2%*	-	*3%*	*1%*	*3%*	-	*2%*	-	*2%*	-	-	-
		-	*100%*	-	*66%*	*34%*	*100%*	-	*100%*	-	*100%*	-	-	-
Subtitles for those with any difficulty hearing	32	14	18	9	12	11	14	17	20	12	20	8	3	1
	21%	*23%*	*20%*	*36%*	*21%*	*16%*	*24%*	*20%*	*18%*	*31%*	*17%*	*39%*	*31%*	*36%*
		44%	*56%*	*29%*	*37%*	*35%*	*45%*	*55%*	*63%*	*37%*	*62%*	*26%*	*10%*	*3%*
Other type of service for those with any difficulty hearing or seeing	1	1	-	-	-	1	1	-	1	-	1	-	-	-
	*	*1%*	-	-	-	*1%*	*1%*	-	*1%*	-	*1%*	-	-	-
		100%	-	-	-	*100%*	*100%*	-	*100%*	-	*100%*	-	-	-
None of these	112	44	68	15	41	56	41	70	86	26	90	13	7	2
	76%	*73%*	*78%*	*58%*	*76%*	*83%*	*70%*	*80%*	*78%*	*69%*	*80%*	*61%*	*69%*	*64%*
		39%	*61%*	*13%*	*37%*	*50%*	*37%*	*63%*	*77%*	*23%*	*81%*	*12%*	*6%*	*1%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.8/Q.9 Use of access services across main platform for broadcast TV and on Demand services
Base: All with any hearing\visual impairment

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Audio description for those with any difficulty seeing	3	3	2	2	3	-	-	-	-	2	-	-	2	-
	2%	*2%*	*2%*	*2%*	*2%*	-	-	-	-	*4%*	-	-	*9%*	-
		100%	*52%*	*48%*	*100%*	-	-	-	-	*52%*	-	-	*48%*	-
Signing for those with any difficulty hearing	2	2	1	1	2	-	-	-	-	1	-	-	1	-
	1%	*1%*	*1%*	*2%*	*1%*	-	-	-	-	*2%*	-	-	*8%*	-
		100%	*34%*	*66%*	*100%*	-	-	-	-	*34%*	-	-	*66%*	-
Subtitles for those with any difficulty hearing	32	32	24	12	32	4	*	6	4	12	-	1	2	4
	21%	*21%*	*30%*	*13%*	*21%*	*19%*	*30%*	*37%*	*47%*	*30%*	-	*18%*	*11%*	*17%*
		100%	76%c	*37%*	*100%*	*13%*	*1%*	*18%*	*12%*	*38%*	-	*3%*	*6%*	*14%*
Other type of service for those with any difficulty hearing or seeing	1	1	1	1	1	1	-	1	-	-	-	-	-	1
	*	*	*1%*	*1%*	*	*3%*	-	*4%*	-	-	-	-	-	*2%*
		100%	*100%*	*100%*	*100%*	*100%*	-	*100%*	-	-	-	-	-	*100%*
None of these	112	112	55	73	112	16	1	9	4	28	-	4	13	21
	76%	*76%*	*69%*	*83%*	*76%*	*78%*	*70%*	*59%*	*53%*	*70%*	-	*82%*	*72%*	*81%*
		100%	*49%*	66%b	*100%*	*15%*	*1%*	*8%*	*4%*	*25%*	-	*4%*	*11%*	*19%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.8/Q.9 Use of access services across main platform for broadcast TV and on Demand services
Base: All with any hearing\visual impairment

	Total	Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
		Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	167	39	44	83	87	2	2	35	37
Weighted Base	147	34*	40*	76*	79*	3**	2**	32**	35*
Audio description for those with any difficulty seeing	3	2	-	2	2	3	-	2	3
	2%	*5%*	-	*2%*	*2%*	*100%*	-	*6%*	*10%*
		52%	-	*52%*	*52%*	*100%*	-	*52%*	*100%*
Signing for those with any difficulty hearing	2	2	2	2	2	-	2	1	2
	1%	*6%*	*5%*	*3%*	*3%*	-	*100%*	*2%*	*6%*
		100%	*100%*	*100%*	*100%*	-	*100%*	*34%*	*100%*
Subtitles for those with any difficulty hearing	32	12	6	30	30	2	1	32	32
	21%	*34%*	*16%*	*39%*	*38%*	*52%*	*34%*	*100%*	*91%*
		37%	*20%*	95%b	95%b	*6%*	*2%*	*100%*	*100%*
Other type of service for those with any difficulty hearing or seeing	1	1	1	1	1	-	-	-	-
	*	*2%*	*1%*	*1%*	*1%*	-	-	-	-
		100%	*100%*	*100%*	*100%*	-	-	-	-
None of these	112	20	32	44	47	-	-	-	-
	76%	*60%*	*79%*	*58%*	*60%*	-	-	-	-
		18%	28%c	*40%*	*42%*	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.8/Q.9 Use of access services across main platform for broadcast TV and on Demand services
Base: All with any hearing\visual impairment

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availabilit y of audio description (a)	Any not satisfied with availabilit y of audio description (b)	Any satisfied with availabilit y of Signing (c)	Any not satisfied with availabilit y of Signing (d)	Any satisfied with availabilit y of Subtitles (e)	Any not satisfied with availabilit y of Subtitles (f)	Any satisfied with availabilit y of audio description (g)	Any not satisfied with availabilit y of audio description (h)	Any satisfied with availabilit y of Signing (i)	Any not satisfied with availabilit y of Signing (j)	Any satisfied with availabilit y of Subtitles (k)	Any not satisfied with availabilit y of Subtitles (l)
Unweighted Base	167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base	147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
Audio description for those with any difficulty seeing	3	2	-	2	-	2	-	3	-	2	-	2	-
	2%	*4%*	-	*4%*	-	*3%*	-	*9%*	-	*5%*	-	*3%*	-
		52%	-	*52%*	-	*52%*	-	*100%*	-	*52%*	-	*52%*	-
Signing for those with any difficulty hearing	2	-	2	-	1	-	-	-	2	-	2	-	1
	1%	-	*11%*	-	*8%*	-	-	-	*11%*	-	*11%*	-	*4%*
		-	*100%*	-	*66%*	-	-	-	*100%*	-	*100%*	-	*34%*
Subtitles for those with any difficulty hearing	32	14	1	12	-	20	4	10	3	12	1	20	1
	21%	*31%*	*8%*	*27%*	-	*36%*	*20%*	*26%*	*14%*	*33%*	*8%*	*38%*	*7%*
		43%	*5%*	*38%*	-	*65%*	*14%*	*31%*	*9%*	*40%*	*5%*	*65%*	*4%*
Other type of service for those with any difficulty hearing or seeing	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
None of these	112	31	15	33	16	36	17	27	15	25	16	33	16
	76%	*69%*	*85%*	*73%*	*92%*	*64%*	*80%*	*70%*	*79%*	*67%*	*85%*	*62%*	*93%*
		28%	*14%*	*30%*	*15%*	*33%*	*15%*	*24%*	*13%*	*23%*	*14%*	*30%*	*14%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.10 Which of the following devices do you use to watch films or (television) programmes when using ...?
Base: All who personally access a visual or hearing service

	Audio description for those with any difficulty seeing	Signing for those with any difficulty hearing	Subtitles for those with any difficulty hearing	Other type of service for those with any difficulty hearing or seeing
Unweighted Base	22	24	183	1
Weighted Base	29	28	189	1
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	6	4	51	1
	19%	*16%*	*27%*	*100%*
Apple TV	1	1	3	-
	5%	*5%*	*2%*	-
Amazon Fire Stick	-	1	11	-
	-	*5%*	*6%*	-
Chromecast	-	-	5	-
	-	-	*3%*	-
Roku	-	-	1	-
	-	-	*1%*	-
Smartphone	1	-	17	-
	5%	-	*9%*	-
Laptop or netbook computer	8	3	41	-
	28%	*10%*	*22%*	-
Tablet computer e.g. iPad or Samsung Galaxy	3	6	37	-
	10%	*20%*	*19%*	-
Set-top box (e.g. Sky Q, Virgin TiVo)	1	3	13	-
	5%	*10%*	*7%*	-
Games console (e.g. PlayStation, Xbox)	-	-	15	-
	-	-	*8%*	-
Other	-	-	6	-
	-	-	*3%*	-
SUMMARY CODE				
ANY DEVICE	12	12	114	1
	42%	*42%*	*61%*	*100%*
None of these	16	15	68	-
	55%	*53%*	*36%*	-

KANTAR MEDIA

Access services research

Q.10 Which of the following devices do you use to watch films or (television) programmes when using ...?
Base: All who personally access a visual or hearing service

	Audio description for those with any difficulty seeing	Signing for those with any difficulty hearing	Subtitles for those with any difficulty hearing	Other type of service for those with any difficulty hearing or seeing
Unweighted Base	22	24	183	1
Weighted Base	29	28	189	1
Don't know	1	1	-	-
	3%	*5%*	-	-

KANTAR MEDIA

Access services research

Q.10 Which of the following devices do you use to watch films or (television) programmes when using Subtitles for those with any difficulty hearing?
Base: All who personally access a visual or hearing service

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	183	80	103	55	78	50	119	64	142	41	143	17	17	6
Weighted Base	189	86*	103*	64*	91*	35*	126	63*	151	38*	156	21**	9**	2**
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	51	22	29	16	31	5	37	14	40	11	43	7	2	-
	27%	*26%*	*28%*	*24%*	*34%*	*13%*	*30%*	*22%*	*27%*	*29%*	*27%*	*32%*	*18%*	-
		43%	*57%*	*30%*	61%e	*9%*	*73%*	*27%*	*79%*	*21%*	*83%*	*13%*	*3%*	-
Apple TV	3	1	2	1	2	-	1	2	2	1	3	-	-	-
	2%	*1%*	*2%*	*1%*	*2%*	-	*1%*	*3%*	*1%*	*3%*	*2%*	-	-	-
		43%	*57%*	*26%*	*74%*	-	*43%*	*57%*	*57%*	*43%*	*100%*	-	-	-
Amazon Fire Stick	11	7	5	3	7	1	9	3	7	4	10	1	-	*
	6%	*8%*	*5%*	*5%*	*8%*	*2%*	*7%*	*4%*	*5%*	*11%*	*6%*	*7%*	-	*19%*
		57%	*43%*	*29%*	*64%*	*7%*	*77%*	*23%*	*63%*	*37%*	*84%*	*13%*	-	*3%*
Chromecast	5	3	3	3	2	-	5	-	3	3	5	-	-	-
	3%	*3%*	*3%*	*5%*	*3%*	-	*4%*	-	*2%*	*8%*	*3%*	-	-	-
		48%	*52%*	*54%*	*46%*	-	*100%*	-	*47%*	*53%*	*100%*	-	-	-
Roku	1	-	1	-	-	1	1	-	1	-	1	-	-	-
	1%	-	*1%*	-	-	*3%*	*1%*	-	*1%*	-	*1%*	-	-	-
		-	*100%*	-	-	*100%*	*100%*	-	*100%*	-	*100%*	-	-	-
Smartphone	17	6	11	10	7	1	9	8	12	6	11	6	-	-
	9%	*7%*	*11%*	*15%*	*8%*	*2%*	*7%*	*13%*	*8%*	*15%*	*7%*	*30%*	-	-
		37%	*63%*	*55%*	*40%*	*5%*	*54%*	*46%*	*67%*	*33%*	*63%*	*37%*	-	-
Laptop or netbook computer	41	20	21	24	16	2	34	8	31	11	36	5	-	*
	22%	*24%*	*20%*	*38%*	*17%*	*4%*	*27%*	*12%*	*20%*	*28%*	*23%*	*25%*	-	*19%*
		49%	*51%*	59%de	*38%*	*4%*	81%g	*19%*	*74%*	*26%*	*86%*	*13%*	-	*1%*
Tablet computer e.g. iPad or Samsung Galaxy	37	23	14	14	21	2	30	7	25	12	30	6	1	-
	19%	*26%*	*14%*	*21%*	*23%*	*7%*	*24%*	*10%*	*17%*	*31%*	*19%*	*28%*	*8%*	-
		62%b	*38%*	*37%*	57%e	*6%*	82%g	*18%*	*68%*	*32%*	*82%*	*16%*	*2%*	-
Set-top box (e.g. Sky Q, Virgin TiVo)	13	7	6	4	8	1	9	4	12	1	12	-	1	*
	7%	*8%*	*6%*	*6%*	*9%*	*3%*	*7%*	*6%*	*8%*	*3%*	*8%*	-	*13%*	*15%*
		55%	*45%*	*28%*	*63%*	*8%*	*71%*	*29%*	*90%*	*10%*	*88%*	-	*9%*	*2%*
Games console (e.g. PlayStation, Xbox)	15	11	4	13	2	-	10	5	10	4	10	4	1	-
	8%	*13%*	*4%*	*20%*	*2%*	-	*8%*	*7%*	*7%*	*11%*	*6%*	*19%*	*8%*	-
		74%b	*26%*	88%de	*12%*	-	*69%*	*31%*	*71%*	*29%*	*68%*	*27%*	*5%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.10 Which of the following devices do you use to watch films or (television) programmes when using Subtitles for those with any difficulty hearing?
Base: All who personally access a visual or hearing service

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	183	80	103	55	78	50	119	64	142	41	143	17	17	6
Weighted Base	189	86*	103*	64*	91*	35*	126	63*	151	38*	156	21**	9**	2**
Other	6	3	4	1	2	3	2	4	2	4	4	1	1	*
	3%	*3%*	*4%*	*1%*	*3%*	*10%*	*2%*	*6%*	*2%*	*10%*	*2%*	*4%*	*15%*	*19%*
		40%	*60%*	*11%*	*36%*	53%c	*37%*	*63%*	*39%*	61%h	*57%*	*14%*	*22%*	*6%*
SUMMARY CODE														
ANY DEVICE	114	52	62	49	56	10	83	32	89	26	93	17	4	1
	61%	*61%*	*61%*	*77%*	*61%*	*28%*	*66%*	*50%*	*59%*	*68%*	*59%*	*82%*	*40%*	*34%*
		46%	*54%*	43%e	49%e	*8%*	*72%*	*28%*	*77%*	*23%*	*81%*	*15%*	*3%*	*1%*
None of these	68	31	37	14	33	22	41	27	60	9	60	3	4	1
	36%	*37%*	*36%*	*22%*	*36%*	*62%*	*32%*	*43%*	*40%*	*22%*	*38%*	*14%*	*46%*	*46%*
		46%	*54%*	*20%*	*48%*	32%cd	*60%*	*40%*	*87%*	*13%*	*88%*	*4%*	*6%*	*1%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.10 Which of the following devices do you use to watch films or (television) programmes when using Subtitles for those with any difficulty hearing?
Base: All who personally access a visual or hearing service

	Total	Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	183	66	27	13	35	5	1	6	3	14	-	1	1	6
Weighted Base	189	61*	24**	12**	32**	4**	***	6**	4**	12**	-**	1**	2**	4**
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	51	19	8	2	10	-	-	-	1	5	-	-	-	1
	27%	*31%*	*32%*	*15%*	*30%*	-	-	-	*37%*	*45%*	-	-	-	*12%*
		37%	*15%*	*4%*	*19%*	-	-	-	*3%*	*11%*	-	-	-	*1%*
Apple TV	3	1	-	-	-	-	-	-	-	-	-	-	-	-
	2%	*1%*	-	-	-	-	-	-	-	-	-	-	-	-
		31%	-	-	-	-	-	-	-	-	-	-	-	-
Amazon Fire Stick	11	4	-	1	1	-	-	-	-	-	-	-	-	-
	6%	*6%*	-	*11%*	*4%*	-	-	-	-	-	-	-	-	-
		31%	-	*11%*	*11%*	-	-	-	-	-	-	-	-	-
Chromecast	5	1	-	1	1	-	-	-	-	-	-	-	-	-
	3%	*2%*	-	*11%*	*4%*	-	-	-	-	-	-	-	-	-
		23%	-	*23%*	*23%*	-	-	-	-	-	-	-	-	-
Roku	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Smartphone	17	9	4	2	6	-	-	2	-	2	-	-	2	-
	9%	*14%*	*16%*	*17%*	*18%*	-	-	*35%*	-	*15%*	-	-	*100%*	-
		51%	*21%*	*12%*	*33%*	-	-	*11%*	-	*10%*	-	-	*12%*	-
Laptop or netbook computer	41	10	1	4	5	-	-	-	-	1	-	-	2	2
	22%	*17%*	*3%*	*35%*	*16%*	-	-	-	-	*7%*	-	-	*100%*	*48%*
		25%	*2%*	*10%*	*12%*	-	-	-	-	*2%*	-	-	*5%*	*5%*
Tablet computer e.g. iPad or Samsung Galaxy	37	9	2	5	6	1	-	-	1	1	-	-	2	-
	19%	*15%*	*10%*	*40%*	*18%*	*33%*	-	-	*37%*	*7%*	-	-	*100%*	-
		25%	*6%*	*13%*	*15%*	*4%*	-	-	*4%*	*2%*	-	-	*5%*	-
Set-top box (e.g. Sky Q, Virgin TiVo)	13	3	1	1	2	-	-	-	-	1	-	-	-	-
	7%	*6%*	*3%*	*11%*	*6%*	-	-	-	-	*6%*	-	-	-	-
		26%	*5%*	*10%*	*15%*	-	-	-	-	*5%*	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.10 Which of the following devices do you use to watch films or (television) programmes when using Subtitles for those with any difficulty hearing?
Base: All who personally access a visual or hearing service

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	183	66	27	13	35	5	1	6	3	14	-	1	1	6
Weighted Base	189	61*	24**	12**	32**	4**	***	6**	4**	12**	-**	1**	2**	4**
Games console (e.g. PlayStation, Xbox)	15	5	3	-	3	-	-	-	1	2	-	-	-	-
	8%	*7%*	*13%*	-	*10%*	-	-	-	*37%*	*15%*	-	-	-	-
		31%	*21%*	-	*21%*	-	-	-	*9%*	*12%*	-	-	-	-
Other	6	2	1	-	1	-	-	1	-	-	-	-	-	-
	3%	*3%*	*3%*	-	*2%*	-	-	*13%*	-	-	-	-	-	-
		31%	*11%*	-	*11%*	-	-	*11%*	-	-	-	-	-	-
SUMMARY CODE														
ANY DEVICE	114	35	13	7	19	1	-	2	3	7	-	-	2	3
	61%	*57%*	*53%*	*62%*	*59%*	*33%*	-	*35%*	*74%*	*58%*	-	-	*100%*	*60%*
		31%	*11%*	*6%*	*16%*	*1%*	-	*2%*	*2%*	*6%*	-	-	*2%*	*2%*
None of these	68	24	10	4	12	3	*	3	1	5	-	1	-	2
	36%	*39%*	*44%*	*38%*	*39%*	*67%*	*100%*	*52%*	*26%*	*42%*	-	*100%*	-	*40%*
		35%	*15%*	*7%*	*18%*	*4%*	*1%*	*4%*	*1%*	*7%*	-	*1%*	-	*3%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.10 Which of the following devices do you use to watch films or (television) programmes when using Subtitles for those with any difficulty hearing?
Base: All who personally access a visual or hearing service

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	183	89	87	163	170	17	22	183	183
Weighted Base	189	97*	92*	168	176	22**	26**	189	189
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	51	30	31	44	47	11	8	51	51
	27%	*31%*	*34%*	*26%*	*27%*	*47%*	*32%*	*27%*	*27%*
		60%	*61%*	*85%*	*92%*	*21%*	*16%*	*100%*	*100%*
Apple TV	3	2	1	3	3	-	-	3	3
	2%	*2%*	*1%*	*2%*	*2%*	-	-	*2%*	*2%*
		69%	*43%*	*100%*	*100%*	-	-	*100%*	*100%*
Amazon Fire Stick	11	7	7	11	11	1	1	11	11
	6%	*7%*	*8%*	*7%*	*7%*	*6%*	*6%*	*6%*	*6%*
		59%	*60%*	*100%*	*100%*	*12%*	*13%*	*100%*	*100%*
Chromecast	5	5	4	5	5	-	-	5	5
	3%	*6%*	*4%*	*3%*	*3%*	-	-	*3%*	*3%*
		100%	*75%*	*100%*	*100%*	-	-	*100%*	*100%*
Roku	1	-	-	-	-	-	-	1	1
	1%	-	-	-	-	-	-	*1%*	*1%*
		-	-	-	-	-	-	*100%*	*100%*
Smartphone	17	5	7	17	17	3	3	17	17
	9%	*6%*	*8%*	*10%*	*10%*	*14%*	*12%*	*9%*	*9%*
		31%	*41%*	*100%*	*100%*	*18%*	*17%*	*100%*	*100%*
Laptop or netbook computer	41	23	26	40	40	4	6	41	41
	22%	*23%*	*28%*	*24%*	*23%*	*16%*	*22%*	*22%*	*22%*
		55%	*62%*	*96%*	*96%*	*9%*	*13%*	*100%*	*100%*
Tablet computer e.g. iPad or Samsung Galaxy	37	24	20	34	37	7	7	37	37
	19%	*24%*	*22%*	*20%*	*21%*	*30%*	*27%*	*19%*	*19%*
		64%	*56%*	*92%*	*100%*	*18%*	*19%*	*100%*	*100%*
Set-top box (e.g. Sky Q, Virgin TiVo)	13	7	6	12	13	2	1	13	13
	7%	*7%*	*6%*	*7%*	*8%*	*10%*	*3%*	*7%*	*7%*
		54%	*44%*	*90%*	*100%*	*17%*	*7%*	*100%*	*100%*
Games console (e.g. PlayStation, Xbox)	15	7	3	13	15	2	1	15	15
	8%	*7%*	*4%*	*8%*	*8%*	*8%*	*3%*	*8%*	*8%*
		45%	*23%*	*89%*	*100%*	*12%*	*6%*	*100%*	*100%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.10 Which of the following devices do you use to watch films or (television) programmes when using Subtitles for those with any difficulty hearing?
Base: All who personally access a visual or hearing service

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	183	89	87	163	170	17	22	183	183
Weighted Base	189	97*	92*	168	176	22**	26**	189	189
Other	6	3	4	6	6	-	-	6	6
	3%	*3%*	*4%*	*4%*	*4%*	-	-	*3%*	*3%*
		52%	*60%*	*94%*	*100%*	-	-	*100%*	*100%*
SUMMARY CODE									
ANY DEVICE	114	61	55	101	108	13	15	114	114
	61%	*63%*	*60%*	*60%*	*61%*	*59%*	*59%*	*61%*	*61%*
		53%	*48%*	*88%*	*94%*	*11%*	*13%*	*100%*	*100%*
None of these	68	32	33	61	61	9	11	68	68
	36%	*33%*	*36%*	*37%*	*35%*	*41%*	*41%*	*36%*	*36%*
		47%	*48%*	*90%*	*90%*	*14%*	*16%*	*100%*	*100%*
Don't know	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.10 Which of the following devices do you use to watch films or (television) programmes when using Subtitles for those with any difficulty hearing?
Base: All who personally access a visual or hearing service

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	183	61	23	53	25	128	11	51	22	55	22	103	10
Weighted Base	189	65*	26**	60*	29**	133	12**	58*	24**	60*	26**	111*	8**
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	51	26	7	20	6	41	2	23	8	20	9	38	1
	27%	*39%*	*28%*	*33%*	*20%*	*31%*	*18%*	*39%*	*33%*	*33%*	*33%*	*34%*	*8%*
		50%	*14%*	*38%*	*11%*	*80%*	*4%*	*44%*	*15%*	*38%*	*17%*	*73%*	*1%*
Apple TV	3	2	-	-	-	2	-	-	-	2	-	2	-
	2%	*3%*	-	-	-	*2%*	-	-	-	*3%*	-	*2%*	-
		57%	-	-	-	*74%*	-	-	-	*57%*	-	*69%*	-
Amazon Fire Stick	11	5	1	3	3	10	-	4	1	4	2	6	1
	6%	*8%*	*3%*	*5%*	*10%*	*8%*	-	*7%*	*3%*	*6%*	*8%*	*6%*	*9%*
		48%	*7%*	*25%*	*25%*	*87%*	-	*36%*	*7%*	*33%*	*18%*	*55%*	*7%*
Chromecast	5	3	-	3	2	5	-	-	2	-	3	3	-
	3%	*4%*	-	*4%*	*6%*	*4%*	-	-	*7%*	-	*11%*	*3%*	-
		53%	-	*48%*	*29%*	*100%*	-	-	*29%*	-	*52%*	*54%*	-
Roku	1	-	-	-	1	1	-	-	-	1	-	1	-
	1%	-	-	-	*4%*	*1%*	-	-	-	*2%*	-	*1%*	-
		-	-	-	*100%*	*100%*	-	-	-	*100%*	-	*100%*	-
Smartphone	17	10	3	9	1	14	2	12	3	13	3	14	-
	9%	*15%*	*13%*	*16%*	*3%*	*11%*	*16%*	*21%*	*12%*	*22%*	*13%*	*13%*	-
		57%	*19%*	*54%*	*5%*	*83%*	*11%*	*71%*	*17%*	*75%*	*19%*	*82%*	-
Laptop or netbook computer	41	19	8	15	5	34	2	14	11	17	9	36	-
	22%	*29%*	*31%*	*26%*	*17%*	*26%*	*13%*	*25%*	*45%*	*29%*	*35%*	*32%*	-
		46%	*19%*	*37%*	*12%*	*82%*	*4%*	*34%*	*26%*	*42%*	*22%*	*86%*	-
Tablet computer e.g. iPad or Samsung Galaxy	37	20	5	17	3	30	-	16	6	16	7	22	-
	19%	*30%*	*17%*	*28%*	*11%*	*23%*	-	*27%*	*24%*	*26%*	*26%*	*20%*	-
		54%	*12%*	*46%*	*8%*	*82%*	-	*42%*	*16%*	*42%*	*18%*	*60%*	-
Set-top box (e.g. Sky Q, Virgin TiVo)	13	4	1	7	-	10	-	3	1	3	1	5	-
	7%	*6%*	*5%*	*11%*	-	*8%*	-	*6%*	*6%*	*5%*	*5%*	*4%*	-
		30%	*10%*	*52%*	-	*76%*	-	*24%*	*10%*	*24%*	*10%*	*37%*	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.10 Which of the following devices do you use to watch films or (television) programmes when using Subtitles for those with any difficulty hearing?
Base: All who personally access a visual or hearing service

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	183	61	23	53	25	128	11	51	22	55	22	103	10
Weighted Base	189	65*	26**	60*	29**	133	12**	58*	24**	60*	26**	111*	8**
Games console (e.g. PlayStation, Xbox)	15	7	2	8	2	15	-	5	1	5	2	13	-
	8%	*11%*	*7%*	*14%*	*7%*	*11%*	-	*9%*	*5%*	*8%*	*8%*	*12%*	-
		49%	*13%*	*55%*	*13%*	*100%*	-	*37%*	*8%*	*32%*	*13%*	*91%*	-
Other	6	*	1	-	*	5	-	2	-	1	-	3	-
	3%	*1%*	*3%*	-	*1%*	*4%*	-	*3%*	-	*2%*	-	*3%*	-
		6%	*13%*	-	*6%*	*87%*	-	*28%*	-	*14%*	-	*45%*	-
SUMMARY CODE													
ANY DEVICE	114	51	15	45	16	89	6	45	14	48	16	81	1
	61%	*78%*	*60%*	*76%*	*57%*	*67%*	*46%*	*79%*	*59%*	*80%*	*62%*	*73%*	*18%*
		45%	*13%*	*40%*	*14%*	*78%*	*5%*	*40%*	*12%*	*42%*	*14%*	*71%*	*1%*
None of these	68	14	10	15	12	38	7	11	10	11	10	27	7
	36%	*21%*	*37%*	*24%*	*42%*	*29%*	*54%*	*18%*	*41%*	*19%*	*38%*	*25%*	*82%*
		21%	*14%*	*21%*	*18%*	*56%*	*10%*	*16%*	*14%*	*17%*	*14%*	*40%*	*10%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.10 Which of the following devices do you use to watch films or (television) programmes when using ...?
Base: All who personally access a visual or hearing service and have any hearing\visual impairment

	Audio description for those with any difficulty seeing	Signing for those with any difficulty hearing	Subtitles for those with any difficulty hearing	Other type of service for those with any difficulty hearing or seeing
Unweighted Base	2	2	35	1
Weighted Base	3	2	32	1
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	2 *52%*	1 *34%*	10 *30%*	1 *100%*
Apple TV	- -	- -	- -	- -
Amazon Fire Stick	- -	- -	1 *4%*	- -
Chromecast	- -	- -	1 *4%*	- -
Roku	- -	- -	- -	- -
Smartphone	- -	- -	6 *18%*	- -
Laptop or netbook computer	2 *48%*	- -	5 *16%*	- -
Tablet computer e.g. iPad or Samsung Galaxy	- -	- -	6 *18%*	- -
Set-top box (e.g. Sky Q, Virgin TiVo)	- -	1 *66%*	2 *6%*	- -
Games console (e.g. PlayStation, Xbox)	- -	- -	3 *10%*	- -
Other	- -	- -	1 *2%*	- -
SUMMARY CODE				
ANY DEVICE	3 *100%*	2 *100%*	19 *59%*	1 *100%*
None of these	- -	- -	12 *39%*	- -

KANTAR MEDIA

Access services research

Q.10 Which of the following devices do you use to watch films or (television) programmes when using ...?
Base: All who personally access a visual or hearing service and have any hearing\visual impairment

	Audio description for those with any difficulty seeing	Signing for those with any difficulty hearing	Subtitles for those with any difficulty hearing	Other type of service for those with any difficulty hearing or seeing
Unweighted Base	2	2	35	1
Weighted Base	3	2	32	1
Don't know	-	-	-	-
	-	-	-	-

KANTAR MEDIA

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Audio description for those with any difficulty seeing	Signing for those with any difficulty hearing	Subtitles for those with any difficulty hearing
Unweighted Base		320	320	320
Weighted Base		311	311	311
5 Very satisfied	(5)	58	45	108
		19%	*14%*	*35%*
4	(4)	41	52	68
		13%	*17%*	*22%*
3	(3)	169	168	105
		54%	*54%*	*34%*
2	(2)	14	17	14
		4%	*6%*	*4%*
1 Not at all satisfied	(1)	29	29	16
		9%	*9%*	*5%*
SUMMARY CODES				
ANY SATISFIED		99	97	176
		32%	*31%*	*57%*
ANY NOT SATISFIED		42	46	30
		14%	*15%*	*10%*
Mean Score		**3.278**	**3.215**	**3.766**
Standard Deviation		**1.108**	**1.063**	**1.129**
Error Variance		**0.004**	**0.004**	**0.004**

KANTAR MEDIA

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Audio description for those with any difficulty seeing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
		Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base		320	135	185	71	118	131	177	143	246	74	245	32	32	11
Weighted Base		311	135	175	83*	137	91	177	133	246	64*	257	34**	16**	4**
5 Very satisfied	(5)	58	21	37	18	29	11	27	31	45	13	47	8	1	2
		19%	*16%*	*21%*	*21%*	*21%*	*12%*	*15%*	*23%*	*18%*	*21%*	*19%*	*23%*	*7%*	*49%*
			36%	*64%*	*30%*	*50%*	*20%*	*47%*	*53%*	*77%*	*23%*	*81%*	*14%*	*2%*	*3%*
4	(4)	41	18	23	16	18	7	24	17	32	9	36	5	1	-
		13%	*13%*	*13%*	*19%*	*13%*	*8%*	*14%*	*12%*	*13%*	*14%*	*14%*	*13%*	*3%*	-
			43%	*57%*	39%e	*44%*	*17%*	*59%*	*41%*	*78%*	*22%*	*88%*	*11%*	*1%*	-
3	(3)	169	78	90	39	72	58	98	71	135	34	136	18	13	2
		54%	*58%*	*52%*	*47%*	*53%*	*63%*	*55%*	*54%*	*55%*	*53%*	*53%*	*53%*	*80%*	*51%*
			46%	*54%*	*23%*	*43%*	34%c	*58%*	*42%*	*80%*	*20%*	*80%*	*11%*	*8%*	*1%*
2	(2)	14	5	9	1	7	5	9	4	12	2	10	2	1	-
		4%	*3%*	*5%*	*2%*	*5%*	*5%*	*5%*	*3%*	*5%*	*3%*	*4%*	*6%*	*9%*	-
			34%	*66%*	*10%*	*55%*	*35%*	*70%*	*30%*	*86%*	*14%*	*74%*	*15%*	*11%*	-
1 Not at all satisfied	(1)	29	13	16	9	10	10	19	10	23	6	27	2	-	-
		9%	*10%*	*9%*	*11%*	*7%*	*11%*	*11%*	*8%*	*9%*	*9%*	*11%*	*4%*	-	-
			46%	*54%*	*32%*	*34%*	*35%*	*65%*	*35%*	*79%*	*21%*	*95%*	*5%*	-	-
SUMMARY CODES															
ANY SATISFIED		99	39	60	33	47	18	52	48	77	22	83	13	2	2
		32%	*29%*	*34%*	*40%*	*35%*	*20%*	*29%*	*36%*	*31%*	*35%*	*32%*	*37%*	*10%*	*49%*
			39%	*61%*	34%e	48%e	*19%*	*52%*	*48%*	*77%*	*23%*	*84%*	*13%*	*2%*	*2%*
ANY NOT SATISFIED		42	18	25	11	17	15	28	14	35	8	37	4	1	-
		14%	*13%*	*14%*	*13%*	*12%*	*16%*	*16%*	*11%*	*14%*	*12%*	*15%*	*11%*	*9%*	-
			42%	*58%*	*25%*	*40%*	*35%*	*66%*	*34%*	*82%*	*18%*	*88%*	*8%*	*4%*	-
Mean Score		**3.278**	**3.216**	**3.326**	**3.379**	**3.365e**	**3.055**	**3.183**	**3.404**	**3.261**	**3.341**	**3.257**	**3.449**	**3.084**	**3.989**
Standard Deviation		**1.108**	**1.070**	**1.137**	**1.175**	**1.097**	**1.038**	**1.097**	**1.113**	**1.104**	**1.128**	**1.134**	**1.065**	**0.656**	**1.171**
Error Variance		**0.004**	**0.008**	**0.007**	**0.019**	**0.010**	**0.008**	**0.007**	**0.009**	**0.005**	**0.017**	**0.005**	**0.035**	**0.013**	**0.125**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Audio description for those with any difficulty seeing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base		320	199	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base		311	178	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
5 Very satisfied	(5)	58	38	12	21	32	1	-	2	3	5	-	-	3	7
		19%	*21%*	*15%*	*24%*	*22%*	*6%*	-	*13%*	*36%*	*11%*	-	-	*20%*	*25%*
			65%	*20%*	*36%*	*54%*	*2%*	-	*3%*	*5%*	*8%*	-	-	*6%*	*11%*
4	(4)	41	21	10	9	13	6	1	1	-	7	-	2	-	3
		13%	*12%*	*13%*	*10%*	*9%*	*27%*	*70%*	*7%*	-	*16%*	-	*33%*	-	*13%*
			50%	*24%*	*21%*	*32%*	*14%*	*2%*	*2%*	-	*16%*	-	*4%*	-	*8%*
3	(3)	169	96	46	48	84	10	*	10	4	21	-	4	10	17
		54%	*54%*	*58%*	*54%*	*57%*	*47%*	*30%*	*70%*	*57%*	*53%*	-	*67%*	*56%*	*63%*
			57%	*27%*	*28%*	*50%*	*6%*	*	*6%*	*3%*	*12%*	-	*2%*	*6%*	*10%*
2	(2)	14	9	5	5	9	1	-	-	-	4	-	-	3	-
		4%	*5%*	*6%*	*5%*	*6%*	*5%*	-	-	-	*9%*	-	-	*19%*	-
			65%	*37%*	*35%*	*65%*	*7%*	-	-	-	*26%*	-	-	*24%*	-
1 Not at all satisfied	(1)	29	15	7	6	9	3	-	2	1	4	-	-	1	-
		9%	*8%*	*8%*	*7%*	*6%*	*15%*	-	*10%*	*7%*	*11%*	-	-	*5%*	-
			51%	*23%*	*21%*	*32%*	*11%*	-	*5%*	*2%*	*15%*	-	-	*3%*	-
SUMMARY CODES															
ANY SATISFIED		99	58	22	30	45	7	1	3	3	11	-	2	3	10
		32%	*33%*	*27%*	*34%*	*30%*	*33%*	*70%*	*20%*	*36%*	*28%*	-	*33%*	*20%*	*37%*
			59%	*22%*	*30%*	*45%*	*7%*	*1%*	*3%*	*3%*	*11%*	-	*2%*	*4%*	*10%*
ANY NOT SATISFIED		42	23	11	11	18	4	-	2	1	8	-	-	4	-
		14%	*13%*	*14%*	*12%*	*12%*	*20%*	-	*10%*	*7%*	*20%*	-	-	*24%*	-
			55%	*27%*	*25%*	*42%*	*10%*	-	*4%*	*1%*	*19%*	-	-	*10%*	-
Mean Score		**3.278**	**3.324**	**3.195**	**3.389**	**3.334**	**3.044**	**3.700**	**3.117**	**3.592**	**3.077**	**-**	**3.331**	**3.104**	**3.621**
Standard Deviation		**1.108**	**1.116**	**1.042**	**1.115**	**1.077**	**1.112**	**-**	**1.033**	**1.252**	**1.081**	**-**	**0.522**	**1.122**	**0.871**
Error Variance		**0.004**	**0.006**	**0.011**	**0.013**	**0.007**	**0.049**	**-**	**0.056**	**0.174**	**0.025**	**-**	**0.045**	**0.066**	**0.026**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Audio description for those with any difficulty seeing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
		Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base		320	119	125	214	228	22	24	183	190
Weighted Base		311	123	128	216	230	29**	28**	189	198
5 Very satisfied	(5)	58	29	23	41	45	6	5	34	37
		19%	*24%*	*18%*	*19%*	*20%*	*20%*	*19%*	*18%*	*19%*
			50%	*39%*	*70%*	*77%*	*10%*	*9%*	*59%*	*64%*
4	(4)	41	23	21	35	38	6	4	31	31
		13%	*19%*	*16%*	*16%*	*16%*	*22%*	*14%*	*16%*	*16%*
			56%	*51%*	*87%*	*93%*	*16%*	*9%*	*76%*	*76%*
3	(3)	169	59	65	109	115	14	12	98	103
		54%	*48%*	*50%*	*51%*	*50%*	*48%*	*41%*	*52%*	*52%*
			35%	*38%*	*65%*	*68%*	*8%*	*7%*	*58%*	*61%*
2	(2)	14	3	7	7	9	1	3	6	7
		4%	*2%*	*6%*	*3%*	*4%*	*5%*	*12%*	*3%*	*3%*
			22%	*53%*	*55%*	*65%*	*10%*	*26%*	*41%*	*51%*
1 Not at all satisfied	(1)	29	9	13	23	23	2	4	20	20
		9%	*7%*	*10%*	*10%*	*10%*	*6%*	*14%*	*11%*	*10%*
			31%	*45%*	*78%*	*80%*	*6%*	*14%*	*70%*	*70%*
SUMMARY CODES										
ANY SATISFIED		99	52	43	77	83	12	9	65	68
		32%	*42%*	*34%*	*35%*	*36%*	*42%*	*32%*	*35%*	*34%*
			52%	*44%*	*77%*	*84%*	*12%*	*9%*	*66%*	*69%*
ANY NOT SATISFIED		42	12	20	30	32	3	7	26	27
		14%	*10%*	*16%*	*14%*	*14%*	*10%*	*26%*	*14%*	*14%*
			28%	*48%*	*71%*	*75%*	*7%*	*18%*	*61%*	*64%*
Mean Score		**3.278**	**3.487**	**3.254**	**3.302**	**3.319**	**3.461**	**3.104**	**3.283**	**3.292**
Standard Deviation		**1.108**	**1.104**	**1.129**	**1.137**	**1.137**	**1.054**	**1.272**	**1.131**	**1.128**
Error Variance		**0.004**	**0.010**	**0.010**	**0.006**	**0.006**	**0.051**	**0.067**	**0.007**	**0.007**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Audio description for those with any difficulty seeing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
		Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base		320	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base		311	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
5 Very satisfied	(5)	58	58	-	42	7	52	3	43	3	42	4	47	2
		19%	*59%*	-	*44%*	*16%*	*30%*	*9%*	*48%*	*8%*	*46%*	*9%*	*32%*	*7%*
			100%bde	-	73%bde	13%b	89%b	*4%*	73%hjk	*6%*	71%hjk	*7%*	80%hj	*3%*
4	(4)	41	41	-	31	1	33	1	28	3	25	5	31	1
		13%	*41%*	-	*32%*	*3%*	*19%*	*2%*	*32%*	*8%*	*28%*	*11%*	*21%*	*2%*
			100%bde	-	76%bde	*3%*	80%bd	*1%*	69%hj	*8%*	61%h	*12%*	*76%*	*1%*
3	(3)	169	-	-	19	7	74	11	11	6	18	9	55	8
		54%	-	-	*19%*	*15%*	*42%*	*38%*	*12%*	*14%*	*20%*	*22%*	*37%*	*32%*
			-	-	11%ab	4%ab	44%abcd	*7%*	*6%*	*3%*	*11%*	*6%*	33%ghi	*5%*
2	(2)	14	-	14	1	7	3	4	1	9	*	9	2	4
		4%	-	*32%*	*1%*	*15%*	*2%*	*13%*	*1%*	*24%*	*1%*	*22%*	*1%*	*15%*
			-	100%ace	*9%*	51%ace	*24%*	*27%*	*7%*	70%gik	*3%*	70%gik	*13%*	*27%*
1 Not at all satisfied	(1)	29	-	29	3	23	14	12	6	18	6	15	13	11
		9%	-	*68%*	*3%*	*51%*	*8%*	*39%*	*6%*	*46%*	*6%*	*35%*	*9%*	*44%*
			-	100%ace	*12%*	81%ace	47%a	*40%*	*19%*	63%gik	*20%*	52%gik	*46%*	*37%*
SUMMARY CODES														
ANY SATISFIED		99	99	-	73	9	85	3	71	7	67	9	78	2
		32%	*100%*	-	*76%*	*19%*	*48%*	*11%*	*80%*	*17%*	*73%*	*21%*	*53%*	*9%*
			100%bcde	-	74%bde	9%b	85%bd	*3%*	72%hjk	*7%*	67%hjk	*9%*	79%hj	*2%*
ANY NOT SATISFIED		42	-	42	5	30	17	15	7	28	6	24	15	14
		14%	-	*100%*	*5%*	*66%*	*10%*	*51%*	*7%*	*69%*	*7%*	*57%*	*10%*	*59%*
			-	100%acde	11%a	72%ace	40%a	*36%*	*15%*	65%gik	*15%*	58%gik	*36%*	*34%*
Mean Score		**3.278**	**4.588bcde**	**1.319**	**4.116bde**	**2.182b**	**3.604bd**	**2.290**	**4.150hjk**	**2.101**	**4.055hjk**	**2.378**	**3.649hj**	**2.132**
Standard Deviation		**1.108**	**0.495**	**0.472**	**0.995**	**1.492**	**1.159**	**1.264**	**1.098**	**1.305**	**1.126**	**1.330**	**1.197**	**1.231**
Error Variance		**0.004**	**0.003**	**0.005**	**0.011**	**0.048**	**0.008**	**0.050**	**0.015**	**0.041**	**0.015**	**0.041**	**0.010**	**0.051**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Signing for those with any difficulty hearing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
		Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base		320	135	185	71	118	131	177	143	246	74	245	32	32	11
Weighted Base		311	135	175	83*	137	91	177	133	246	64*	257	34**	16**	4**
5 Very satisfied	(5)	45	22	23	14	24	7	22	23	36	9	36	7	2	1
		14%	*16%*	*13%*	*17%*	*17%*	*8%*	*12%*	*18%*	*15%*	*14%*	*14%*	*19%*	*10%*	*14%*
			48%	*52%*	*31%*	53%e	*16%*	*48%*	*52%*	*81%*	*19%*	*81%*	*15%*	*4%*	*1%*
4	(4)	52	24	28	21	20	11	29	22	42	10	45	5	2	*
		17%	*18%*	*16%*	*25%*	*15%*	*12%*	*16%*	*17%*	*17%*	*15%*	*17%*	*15%*	*11%*	*8%*
			46%	*54%*	40%e	*39%*	*21%*	*57%*	*43%*	*81%*	*19%*	*86%*	*10%*	*4%*	*1%*
3	(3)	168	72	96	36	75	57	95	73	134	33	133	20	12	2
		54%	*53%*	*55%*	*43%*	*55%*	*62%*	*53%*	*55%*	*55%*	*52%*	*52%*	*60%*	*73%*	*61%*
			43%	*57%*	*21%*	*45%*	34%c	*56%*	*44%*	*80%*	*20%*	*79%*	*12%*	*7%*	*1%*
2	(2)	17	5	12	4	8	6	14	3	12	6	15	1	1	1
		6%	*4%*	*7%*	*5%*	*6%*	*6%*	*8%*	*3%*	*5%*	*9%*	*6%*	*2%*	*6%*	*17%*
			30%	*70%*	*25%*	*43%*	*32%*	*80%*	*20%*	*68%*	*32%*	*87%*	*4%*	*6%*	*4%*
1 Not at all satisfied	(1)	29	12	16	8	10	11	18	11	22	7	27	2	-	-
		9%	*9%*	*9%*	*10%*	*7%*	*12%*	*10%*	*8%*	*9%*	*11%*	*11%*	*4%*	-	-
			43%	*57%*	*29%*	*35%*	*37%*	*62%*	*38%*	*76%*	*24%*	*95%*	*5%*	-	-
SUMMARY CODES															
ANY SATISFIED		97	46	51	35	44	18	51	46	78	18	81	12	3	1
		31%	*34%*	*29%*	*42%*	*32%*	*20%*	*29%*	*34%*	*32%*	*29%*	*31%*	*34%*	*21%*	*22%*
			47%	*53%*	36%e	45%e	*19%*	*53%*	*47%*	*81%*	*19%*	*84%*	*12%*	*4%*	*1%*
ANY NOT SATISFIED		46	18	29	12	18	16	32	14	34	13	42	2	1	1
		15%	*13%*	*16%*	*15%*	*13%*	*18%*	*18%*	*11%*	*14%*	*20%*	*17%*	*6%*	*6%*	*17%*
			38%	*62%*	*27%*	*38%*	*35%*	*69%*	*31%*	*73%*	*27%*	*92%*	*5%*	*2%*	*1%*
Mean Score		**3.215**	**3.276**	**3.167**	**3.337e**	**3.293e**	**2.986**	**3.127**	**3.330**	**3.240**	**3.118**	**3.185**	**3.422**	**3.255**	**3.198**
Standard Deviation		**1.063**	**1.075**	**1.054**	**1.130**	**1.054**	**0.988**	**1.061**	**1.058**	**1.053**	**1.104**	**1.093**	**0.982**	**0.736**	**1.033**
Error Variance		**0.004**	**0.009**	**0.006**	**0.018**	**0.009**	**0.007**	**0.006**	**0.008**	**0.005**	**0.016**	**0.005**	**0.030**	**0.017**	**0.097**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Signing for those with any difficulty hearing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base		320	199	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base		311	178	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
5 Very satisfied	(5)	45	29	9	15	24	-	-	2	1	5	-	-	3	4
		14%	*17%*	*11%*	*17%*	*16%*	-	-	*12%*	*7%*	*12%*	-	-	*20%*	*15%*
			65%	*19%*	*33%*	*52%*	-	-	*4%*	*1%*	*11%*	-	-	*8%*	*9%*
4	(4)	52	24	16	13	21	8	1	2	1	9	-	2	1	4
		17%	*13%*	*21%*	*15%*	*15%*	*38%*	*70%*	*15%*	*18%*	*22%*	-	*33%*	*7%*	*15%*
			46%	*32%*	*25%*	*42%*	*15%*	*2%*	*4%*	*3%*	*17%*	-	*3%*	*2%*	*8%*
3	(3)	168	101	44	49	84	9	*	10	4	20	-	4	11	19
		54%	*57%*	*56%*	*55%*	*57%*	*42%*	*30%*	*66%*	*57%*	*51%*	-	*67%*	*61%*	*70%*
			60%	*26%*	*29%*	*50%*	*5%*	*	*6%*	*3%*	*12%*	-	*2%*	*6%*	*11%*
2	(2)	17	9	4	5	7	1	-	*	-	3	-	-	2	-
		6%	*5%*	*5%*	*5%*	*5%*	*7%*	-	*3%*	-	*7%*	-	-	*12%*	-
			53%	*23%*	*28%*	*43%*	*8%*	-	*3%*	-	*15%*	-	-	*12%*	-
1 Not at all satisfied	(1)	29	15	6	7	10	3	-	1	2	3	-	-	-	-
		9%	*8%*	*8%*	*8%*	*7%*	*14%*	-	*4%*	*19%*	*8%*	-	-	-	-
			51%	*21%*	*25%*	*35%*	*10%*	-	*2%*	*5%*	*11%*	-	-	-	-
SUMMARY CODES															
ANY SATISFIED		97	53	25	28	45	8	1	4	2	14	-	2	5	8
		31%	*30%*	*32%*	*31%*	*31%*	*38%*	*70%*	*27%*	*24%*	*35%*	-	*33%*	*27%*	*30%*
			55%	*26%*	*29%*	*47%*	*8%*	*1%*	*4%*	*2%*	*14%*	-	*2%*	*5%*	*8%*
ANY NOT SATISFIED		46	24	10	12	18	4	-	1	2	6	-	-	2	-
		15%	*14%*	*13%*	*13%*	*12%*	*21%*	-	*7%*	*19%*	*15%*	-	-	*12%*	-
			52%	*22%*	*26%*	*38%*	*9%*	-	*2%*	*3%*	*13%*	-	-	*4%*	-
Mean Score		**3.215**	**3.246**	**3.225**	**3.267**	**3.279**	**3.029**	**3.700**	**3.270**	**2.917**	**3.249**	**-**	**3.331**	**3.352**	**3.446**
Standard Deviation		**1.063**	**1.060**	**0.980**	**1.065**	**1.022**	**1.025**	**-**	**0.885**	**1.176**	**1.035**	**-**	**0.522**	**0.955**	**0.753**
Error Variance		**0.004**	**0.006**	**0.010**	**0.012**	**0.006**	**0.042**	**-**	**0.041**	**0.154**	**0.023**	**-**	**0.045**	**0.048**	**0.020**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Signing for those with any difficulty hearing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
		Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base		320	119	125	214	228	22	24	183	190
Weighted Base		311	123	128	216	230	29**	28**	189	198
5 Very satisfied	(5)	45	18	16	31	34	7	6	25	28
		14%	*15%*	*13%*	*15%*	*15%*	*23%*	*22%*	*13%*	*14%*
			41%	*36%*	*70%*	*76%*	*15%*	*14%*	*55%*	*61%*
4	(4)	52	20	18	35	39	6	5	35	36
		17%	*17%*	*14%*	*16%*	*17%*	*22%*	*16%*	*19%*	*18%*
			40%	*35%*	*67%*	*75%*	*12%*	*9%*	*68%*	*70%*
3	(3)	168	66	72	116	123	15	13	100	105
		54%	*54%*	*56%*	*54%*	*53%*	*50%*	*44%*	*53%*	*53%*
			39%	*43%*	*69%*	*73%*	*9%*	*7%*	*60%*	*62%*
2	(2)	17	8	9	12	13	-	3	10	11
		6%	*6%*	*7%*	*6%*	*6%*	-	*9%*	*5%*	*6%*
			45%	*54%*	*71%*	*74%*	-	*14%*	*57%*	*65%*
1 Not at all satisfied	(1)	29	10	12	21	21	2	3	19	19
		9%	*8%*	*10%*	*10%*	*9%*	*6%*	*9%*	*10%*	*9%*
			36%	*43%*	*74%*	*74%*	*6%*	*9%*	*65%*	*65%*
SUMMARY CODES										
ANY SATISFIED		97	39	34	66	73	13	11	60	64
		31%	*32%*	*27%*	*31%*	*32%*	*45%*	*38%*	*32%*	*32%*
			40%	*36%*	*68%*	*76%*	*13%*	*11%*	*62%*	*66%*
ANY NOT SATISFIED		46	18	22	34	34	2	5	29	30
		15%	*15%*	*17%*	*16%*	*15%*	*6%*	*18%*	*15%*	*15%*
			40%	*47%*	*73%*	*74%*	*4%*	*11%*	*62%*	*65%*
Mean Score		**3.215**	**3.232**	**3.129**	**3.197**	**3.227**	**3.563**	**3.326**	**3.198**	**3.215**
Standard Deviation		**1.063**	**1.060**	**1.051**	**1.077**	**1.069**	**1.037**	**1.195**	**1.061**	**1.064**
Error Variance		**0.004**	**0.009**	**0.009**	**0.005**	**0.005**	**0.049**	**0.059**	**0.006**	**0.006**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Signing for those with any difficulty hearing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
		Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base		320	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base		311	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
5 Very satisfied	(5)	45	38	2	45	-	43	-	37	1	36	1	39	1
		14%	*39%*	*6%*	*47%*	-	*25%*	-	*41%*	*4%*	*39%*	*3%*	*27%*	*3%*
			85%bde	*5%*	100%bde	-	96%bd	-	82%hjk	*3%*	79%hj	*3%*	88%hj	*2%*
4	(4)	52	35	2	52	-	35	3	28	7	32	6	37	4
		17%	*35%*	*5%*	*53%*	-	*20%*	*9%*	*31%*	*18%*	*35%*	*13%*	*25%*	*18%*
			68%bde	*4%*	100%abde	-	68%bd	*5%*	53%j	*14%*	61%j	*11%*	*72%*	*8%*
3	(3)	168	17	8	-	-	75	9	16	7	15	7	50	5
		54%	*17%*	*18%*	-	-	*43%*	*30%*	*18%*	*17%*	*16%*	*16%*	*33%*	*20%*
			10%cd	4%cd	-	-	45%abcd	*5%*	*9%*	*4%*	*9%*	*4%*	30%gij	*3%*
2	(2)	17	5	8	-	17	9	5	2	9	3	13	9	4
		6%	*5%*	*19%*	-	*38%*	*5%*	*18%*	*3%*	*23%*	*3%*	*30%*	*6%*	*17%*
			30%c	45%ace	-	100%ace	50%c	*31%*	*13%*	53%gik	*16%*	74%gik	*52%*	*24%*
1 Not at all satisfied	(1)	29	4	23	-	29	13	13	6	15	6	16	13	10
		9%	*4%*	*53%*	-	*62%*	*8%*	*42%*	*7%*	*38%*	*7%*	*37%*	*9%*	*43%*
			12%	78%ace	-	100%ace	46%c	*43%*	*22%*	53%gik	*21%*	56%gik	*47%*	*36%*
SUMMARY CODES														
ANY SATISFIED		97	73	5	97	-	79	3	64	9	67	7	76	5
		31%	*74%*	*11%*	*100%*	-	*45%*	*9%*	*72%*	*22%*	*74%*	*16%*	*51%*	*21%*
			76%bde	5%d	100%abde	-	81%bd	*3%*	66%hjk	*9%*	70%hjk	*7%*	79%hj	*5%*
ANY NOT SATISFIED		46	9	30	-	46	22	18	9	25	9	29	23	15
		15%	*9%*	*72%*	-	*100%*	*13%*	*61%*	*10%*	*61%*	*10%*	*67%*	*15%*	*60%*
			19%c	66%ace	-	100%abce	48%c	*39%*	*19%*	53%gik	*19%*	62%gik	*49%*	*32%*
Mean Score		**3.215**	**4.002bde**	**1.916d**	**4.466abde**	**1.377**	**3.492bd**	**2.065**	**3.968hjk**	**2.258**	**3.967hjk**	**2.148**	**3.537hj**	**2.208**
Standard Deviation		**1.063**	**1.051**	**1.200**	**0.501**	**0.490**	**1.143**	**1.063**	**1.165**	**1.252**	**1.140**	**1.168**	**1.206**	**1.267**
Error Variance		**0.004**	**0.012**	**0.033**	**0.003**	**0.005**	**0.008**	**0.035**	**0.016**	**0.037**	**0.015**	**0.032**	**0.010**	**0.054**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Subtitles for those with any difficulty hearing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
		Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base		320	135	185	71	118	131	177	143	246	74	245	32	32	11
Weighted Base		311	135	175	83*	137	91	177	133	246	64*	257	34**	16**	4**
5 Very satisfied	(5)	108	52	56	30	56	23	60	48	86	22	92	10	4	1
		35%	*38%*	*32%*	*36%*	*41%*	*25%*	*34%*	*36%*	*35%*	*34%*	*36%*	*28%*	*27%*	*35%*
			48%	*52%*	*28%*	52%e	*21%*	*56%*	*44%*	*79%*	*21%*	*86%*	*9%*	*4%*	*1%*
4	(4)	68	29	39	28	29	11	47	21	52	16	59	6	3	1
		22%	*22%*	*22%*	*34%*	*21%*	*12%*	*26%*	*16%*	*21%*	*24%*	*23%*	*17%*	*16%*	*35%*
			43%	*57%*	42%e	*42%*	*16%*	69%g	*31%*	*77%*	*23%*	*86%*	*8%*	*4%*	*2%*
3	(3)	105	45	60	17	45	43	52	53	88	18	83	15	7	1
		34%	*34%*	*34%*	*21%*	*33%*	*47%*	*29%*	*40%*	*36%*	*27%*	*32%*	*43%*	*43%*	*24%*
			43%	*57%*	*16%*	*43%*	41%cd	*50%*	*50%*	*83%*	*17%*	*79%*	*14%*	*7%*	*1%*
2	(2)	14	2	11	4	4	5	8	6	9	5	9	3	2	-
		4%	*2%*	*7%*	*5%*	*3%*	*6%*	*4%*	*4%*	*4%*	*7%*	*3%*	*8%*	*14%*	-
			15%	85%a	*32%*	*28%*	*39%*	*56%*	*44%*	*66%*	*34%*	*64%*	*19%*	*17%*	-
1 Not at all satisfied	(1)	16	6	10	3	4	9	11	5	12	4	14	2	-	*
		5%	*5%*	*5%*	*4%*	*3%*	*10%*	*6%*	*4%*	*5%*	*7%*	*6%*	*4%*	-	*6%*
			40%	*60%*	*20%*	*23%*	57%d	*67%*	*33%*	*73%*	*27%*	*89%*	*9%*	-	*1%*
SUMMARY CODES															
ANY SATISFIED		176	81	95	58	84	34	107	69	138	38	151	15	7	3
		57%	*60%*	*54%*	*70%*	*61%*	*37%*	*60%*	*52%*	*56%*	*59%*	*59%*	*45%*	*43%*	*70%*
			46%	*54%*	33%e	48%e	*19%*	*61%*	*39%*	*78%*	*22%*	*86%*	*9%*	*4%*	*1%*
ANY NOT SATISFIED		30	9	21	8	8	14	18	11	21	9	23	4	2	*
		10%	*6%*	*12%*	*9%*	*6%*	*16%*	*10%*	*8%*	*8%*	*14%*	*9%*	*12%*	*14%*	*6%*
			29%	*71%*	*26%*	*25%*	49%d	*62%*	*38%*	*70%*	*30%*	*78%*	*14%*	*8%*	*1%*
Mean Score		**3.766**	**3.874**	**3.683**	**3.930e**	**3.939e**	**3.358**	**3.774**	**3.756**	**3.776**	**3.726**	**3.803**	**3.566**	**3.569**	**3.930**
Standard Deviation		**1.129**	**1.097**	**1.148**	**1.066**	**1.046**	**1.206**	**1.143**	**1.113**	**1.109**	**1.207**	**1.133**	**1.126**	**1.069**	**1.251**
Error Variance		**0.004**	**0.009**	**0.007**	**0.016**	**0.009**	**0.011**	**0.007**	**0.009**	**0.005**	**0.020**	**0.005**	**0.040**	**0.036**	**0.142**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Subtitles for those with any difficulty hearing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base		320	199	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base		311	178	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
5 Very satisfied	(5)	108	50	19	19	35	4	-	2	4	11	-	-	1	7
		35%	*28%*	*24%*	*22%*	*24%*	*17%*	-	*16%*	*51%*	*27%*	-	-	*8%*	*25%*
			46%	*18%*	*18%*	*32%*	*3%*	-	*2%*	*4%*	*10%*	-	-	*1%*	*6%*
4	(4)	68	28	13	13	22	4	*	3	2	5	-	1	5	2
		22%	*16%*	*17%*	*15%*	*15%*	*20%*	*30%*	*21%*	*31%*	*12%*	-	*18%*	*31%*	*6%*
			42%	*19%*	*20%*	*33%*	*6%*	*1%*	*5%*	*4%*	*7%*	-	*1%*	*8%*	*2%*
3	(3)	105	75	34	44	68	10	1	5	*	18	-	3	9	16
		34%	*42%*	*42%*	*50%*	*47%*	*46%*	*70%*	*37%*	*6%*	*45%*	-	*61%*	*51%*	*60%*
			71%	*32%*	*42%*	*65%*	*9%*	*1%*	*5%*	*	*17%*	-	*3%*	*9%*	*15%*
2	(2)	14	12	6	6	11	1	-	2	-	3	-	1	2	2
		4%	*7%*	*8%*	*7%*	*7%*	*7%*	-	*16%*	-	*7%*	-	*21%*	*10%*	*7%*
			92%	*46%*	*45%*	*80%*	*10%*	-	*17%*	-	*21%*	-	*8%*	*13%*	*14%*
1 Not at all satisfied	(1)	16	12	7	6	11	2	-	1	1	4	-	-	-	1
		5%	*7%*	*9%*	*6%*	*7%*	*11%*	-	*10%*	*13%*	*10%*	-	-	-	*2%*
			77%	*46%*	*35%*	*66%*	*14%*	-	*9%*	*6%*	*25%*	-	-	-	*3%*
SUMMARY CODES															
ANY SATISFIED		176	78	32	33	57	8	*	6	6	15	-	1	7	8
		57%	*44%*	*40%*	*37%*	*39%*	*37%*	*30%*	*38%*	*82%*	*38%*	-	*18%*	*39%*	*31%*
			44%	*18%*	*19%*	*32%*	*4%*	*	*3%*	*4%*	*9%*	-	*1%*	*4%*	*5%*
ANY NOT SATISFIED		30	25	14	12	22	4	-	4	1	7	-	1	2	2
		10%	*14%*	*17%*	*13%*	*15%*	*17%*	-	*26%*	*13%*	*17%*	-	*21%*	*10%*	*9%*
			83%	*46%*	*39%*	*73%*	*12%*	-	*13%*	*3%*	*23%*	-	*4%*	*6%*	*8%*
Mean Score		**3.766**	**3.511**	**3.379**	**3.392**	**3.405**	**3.257**	**3.300**	**3.190**	**4.066**	**3.380**	**-**	**2.973**	**3.380**	**3.445**
Standard Deviation		**1.129**	**1.170**	**1.201**	**1.096**	**1.142**	**1.172**	**-**	**1.215**	**1.399**	**1.244**	**-**	**0.689**	**0.796**	**1.023**
Error Variance		**0.004**	**0.007**	**0.015**	**0.012**	**0.008**	**0.055**	**-**	**0.078**	**0.217**	**0.033**	**-**	**0.079**	**0.033**	**0.036**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Subtitles for those with any difficulty hearing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
		Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base		320	119	125	214	228	22	24	183	190
Weighted Base		311	123	128	216	230	29**	28**	189	198
5 Very satisfied	(5)	108	55	49	88	94	11	10	82	85
		35%	*44%*	*38%*	*41%*	*41%*	*37%*	*34%*	*44%*	*43%*
			51%	*45%*	*82%*	*87%*	*10%*	*9%*	*76%*	*79%*
4	(4)	68	30	32	56	61	6	5	51	54
		22%	*24%*	*25%*	*26%*	*27%*	*21%*	*16%*	*27%*	*27%*
			44%	*46%*	*82%*	*90%*	*9%*	*7%*	*74%*	*80%*
3	(3)	105	33	39	55	59	11	12	44	47
		34%	*26%*	*30%*	*26%*	*26%*	*36%*	*41%*	*23%*	*24%*
			31%	*37%*	*52%*	*56%*	*10%*	*11%*	*42%*	*44%*
2	(2)	14	2	4	8	8	-	1	6	6
		4%	*2%*	*3%*	*4%*	*3%*	-	*4%*	*3%*	*3%*
			15%	*27%*	*58%*	*58%*	-	*8%*	*41%*	*41%*
1 Not at all satisfied	(1)	16	4	6	9	9	2	2	7	7
		5%	*3%*	*5%*	*4%*	*4%*	*6%*	*6%*	*4%*	*3%*
			26%	*36%*	*55%*	*55%*	*10%*	*10%*	*43%*	*43%*
SUMMARY CODES										
ANY SATISFIED		176	84	80	144	155	17	14	133	139
		57%	*69%*	*62%*	*67%*	*67%*	*58%*	*50%*	*70%*	*70%*
			48%	*46%*	*82%*	*88%*	*10%*	*8%*	*76%*	*79%*
ANY NOT SATISFIED		30	6	9	17	17	2	3	12	12
		10%	*5%*	*7%*	*8%*	*7%*	*6%*	*10%*	*7%*	*6%*
			21%	*32%*	*57%*	*57%*	*6%*	*9%*	*42%*	*42%*
Mean Score		**3.766**	**4.045**	**3.884**	**3.957**	**3.967**	**3.843**	**3.677**	**4.036**	**4.034**
Standard Deviation		**1.129**	**1.042**	**1.094**	**1.088**	**1.071**	**1.120**	**1.167**	**1.056**	**1.045**
Error Variance		**0.004**	**0.009**	**0.010**	**0.006**	**0.005**	**0.057**	**0.057**	**0.006**	**0.006**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Subtitles for those with any difficulty hearing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
		Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base		320	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base		311	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
5 Very satisfied	(5)	108	58	12	51	19	108	-	48	11	49	12	88	2
		35%	*58%*	*28%*	*53%*	*40%*	*61%*	-	*55%*	*26%*	*54%*	*27%*	*59%*	*10%*
			54%b	*11%*	48%b	*17%*	100%bd	-	45%hj	*10%*	45%hj	*11%*	82%hj	*2%*
4	(4)	68	27	5	27	4	68	-	24	6	29	7	42	1
		22%	*27%*	*11%*	*28%*	*8%*	*39%*	-	*27%*	*14%*	*32%*	*16%*	*28%*	*2%*
			40%d	*7%*	40%bd	*5%*	100%bd	-	*36%*	*8%*	43%h	*10%*	*62%*	*1%*
3	(3)	105	11	10	15	6	-	-	11	8	7	8	13	4
		34%	*11%*	*24%*	*16%*	*13%*	-	-	*12%*	*21%*	*8%*	*19%*	*9%*	*17%*
			11%e	10%e	14%e	6%e	-	-	*10%*	8%ik	*7%*	*8%*	*13%*	*4%*
2	(2)	14	-	5	1	6	-	14	2	5	2	5	2	6
		4%	-	*12%*	*1%*	*14%*	-	*46%*	*2%*	*12%*	*3%*	*13%*	*1%*	*26%*
			-	36%ace	*4%*	47%ace	-	*100%*	*14%*	36%gik	*18%*	40%gik	*14%*	*47%*
1 Not at all satisfied	(1)	16	3	10	2	12	-	16	3	10	3	10	3	11
		5%	*3%*	*24%*	*2%*	*25%*	-	*54%*	*4%*	*26%*	*4%*	*24%*	*2%*	*44%*
			20%e	64%ace	*14%*	72%ace	-	*100%*	*20%*	65%gik	*20%*	65%gik	*22%*	*67%*
SUMMARY CODES														
ANY SATISFIED		176	85	17	79	22	176	-	73	16	78	19	130	3
		57%	*85%*	*40%*	*81%*	*48%*	*100%*	-	*82%*	*40%*	*86%*	*44%*	*87%*	*12%*
			48%bd	*10%*	45%bd	*13%*	100%abcd	-	41%hj	*9%*	44%hj	*11%*	74%hj	*2%*
ANY NOT SATISFIED		30	3	15	3	18	-	30	5	15	6	16	5	17
		10%	*3%*	*36%*	*3%*	*39%*	-	*100%*	*6%*	*38%*	*6%*	*37%*	*4%*	*70%*
			11%e	51%ace	9%e	61%ace	-	*100%*	*17%*	52%gik	*19%*	54%gik	*18%*	*58%*
Mean Score		**3.766**	**4.373bd**	**3.084**	**4.294bd**	**3.246**	**4.613abcd**	**1.459**	**4.271hj**	**3.023**	**4.296hj**	**3.096**	**4.406hj**	**2.080**
Standard Deviation		**1.129**	**0.923**	**1.545**	**0.915**	**1.680**	**0.488**	**0.507**	**1.011**	**1.557**	**0.985**	**1.553**	**0.885**	**1.294**
Error Variance		**0.004**	**0.009**	**0.056**	**0.009**	**0.061**	**0.001**	**0.008**	**0.012**	**0.058**	**0.011**	**0.056**	**0.006**	**0.056**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast?
Base: All with any hearing\visual impairment

		Audio description for those with any difficulty seeing	Signing for those with any difficulty hearing	Subtitles for those with any difficulty hearing
Unweighted Base		167	167	167
Weighted Base		147	147	147
5 Very satisfied	(5)	32 *22%*	24 *16%*	35 *24%*
4	(4)	13 *9%*	21 *15%*	22 *15%*
3	(3)	84 *57%*	84 *57%*	68 *47%*
2	(2)	9 *6%*	7 *5%*	11 *7%*
1 Not at all satisfied	(1)	9 *6%*	10 *7%*	11 *7%*
SUMMARY CODES				
ANY SATISFIED		45 *30%*	45 *31%*	57 *39%*
ANY NOT SATISFIED		18 *12%*	18 *12%*	22 *15%*
Mean Score		**3.334**	**3.279**	**3.405**
Standard Deviation		**1.077**	**1.022**	**1.142**
Error Variance		**0.007**	**0.006**	**0.008**

KANTAR MEDIA

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Audio description for those with any difficulty seeing
Base: All with any hearing\visual impairment

			GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
		Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base		167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base		147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
5 Very satisfied	(5)	32	12	20	8	15	9	9	22	23	9	25	6	-	1
		22%	*19%*	*23%*	*31%*	*28%*	*13%*	*16%*	*25%*	*21%*	*23%*	*22%*	*27%*	-	*40%*
			37%	*63%*	*25%*	48%e	*27%*	*30%*	*70%*	*73%*	*27%*	*79%*	*18%*	-	*3%*
4	(4)	13	7	6	2	5	6	5	8	10	3	11	1	1	-
		9%	*12%*	*7%*	*10%*	*9%*	*9%*	*8%*	*10%*	*9%*	*9%*	*10%*	*6%*	*5%*	-
			54%	*46%*	*19%*	*37%*	*44%*	*36%*	*64%*	*75%*	*25%*	*86%*	*10%*	*4%*	-
3	(3)	84	38	46	15	27	42	35	49	62	22	64	10	8	2
		57%	*63%*	*53%*	*59%*	*50%*	*62%*	*60%*	*56%*	*57%*	*58%*	*57%*	*49%*	*80%*	*60%*
			45%	*55%*	*18%*	*32%*	*50%*	*42%*	*58%*	*74%*	*26%*	*77%*	*12%*	*9%*	*2%*
2	(2)	9	2	7	-	4	5	5	4	7	2	5	2	1	-
		6%	*3%*	*8%*	-	*7%*	*7%*	*8%*	*5%*	*6%*	*5%*	*5%*	*10%*	*15%*	-
			22%	*78%*	-	*45%*	*55%*	*53%*	*47%*	*78%*	*22%*	*59%*	*24%*	*17%*	-
1 Not at all satisfied	(1)	9	2	7	-	3	6	5	4	7	2	8	2	-	-
		6%	*3%*	*9%*	-	*6%*	*9%*	*9%*	*5%*	*7%*	*5%*	*7%*	*7%*	-	-
			20%	*80%*	-	*32%*	*68%*	*55%*	*45%*	*78%*	*22%*	*84%*	*16%*	-	-
SUMMARY CODES															
ANY SATISFIED		45	19	26	10	20	14	14	31	33	12	36	7	1	1
		30%	*31%*	*30%*	*41%*	*37%*	*21%*	*24%*	*35%*	*30%*	*32%*	*32%*	*33%*	*5%*	*40%*
			42%	*58%*	*23%*	*45%*	*32%*	*32%*	*68%*	*73%*	*27%*	*81%*	*16%*	*1%*	*2%*
ANY NOT SATISFIED		18	4	14	-	7	11	10	8	14	4	13	4	1	-
		12%	*6%*	*16%*	-	*13%*	*16%*	*16%*	*9%*	*13%*	*10%*	*11%*	*17%*	*15%*	-
			21%	*79%*	-	*39%*	*61%*	*54%*	*46%*	*78%*	*22%*	*72%*	*20%*	*8%*	-
Mean Score		**3.334**	**3.408**	**3.282**	**3.722**	**3.467**	**3.084**	**3.149**	**3.459**	**3.315**	**3.389**	**3.355**	**3.363**	**2.901**	**3.803**
Standard Deviation		**1.077**	**0.943**	**1.163**	**0.927**	**1.147**	**1.022**	**1.066**	**1.072**	**1.082**	**1.072**	**1.086**	**1.217**	**0.465**	**1.249**
Error Variance		**0.007**	**0.013**	**0.014**	**0.041**	**0.027**	**0.011**	**0.016**	**0.012**	**0.010**	**0.026**	**0.010**	**0.074**	**0.011**	**0.195**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Audio description for those with any difficulty seeing
Base: All with any hearing\visual impairment

			Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base		167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base		147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
5 Very satisfied	(5)	32	32	12	21	32	1	-	2	3	5	-	-	3	7
		22%	*22%*	*15%*	*24%*	*22%*	*6%*	-	*13%*	*36%*	*11%*	-	-	*20%*	*25%*
			100%	*37%*	*67%*	*100%*	*4%*	-	*6%*	*9%*	*14%*	-	-	*11%*	*21%*
4	(4)	13	13	10	9	13	6	1	1	-	7	-	2	-	3
		9%	*9%*	*13%*	*10%*	*9%*	*27%*	*70%*	*7%*	-	*16%*	-	*33%*	-	*13%*
			100%	*76%*	*67%*	*100%*	*43%*	*6%*	*7%*	-	*50%*	-	*14%*	-	*25%*
3	(3)	84	84	46	48	84	10	*	10	4	21	-	4	10	17
		57%	*57%*	*58%*	*54%*	*57%*	*47%*	*30%*	*70%*	*57%*	*53%*	-	*67%*	*56%*	*63%*
			100%	*55%*	*57%*	*100%*	*12%*	*	*12%*	*5%*	*25%*	-	*4%*	*12%*	*20%*
2	(2)	9	9	5	5	9	1	-	-	-	4	-	-	3	-
		6%	*6%*	*6%*	*5%*	*6%*	*5%*	-	-	-	*9%*	-	-	*19%*	-
			100%	*57%*	*54%*	*100%*	*11%*	-	-	-	*41%*	-	-	*37%*	-
1 Not at all satisfied	(1)	9	9	7	6	9	3	-	2	1	4	-	-	1	-
		6%	*6%*	*8%*	*7%*	*6%*	*15%*	-	*10%*	*7%*	*11%*	-	-	*5%*	-
			100%	*70%*	*64%*	*100%*	*35%*	-	*17%*	*6%*	*48%*	-	-	*10%*	-
SUMMARY CODES															
ANY SATISFIED		45	45	22	30	45	7	1	3	3	11	-	2	3	10
		30%	*30%*	*27%*	*34%*	*30%*	*33%*	*70%*	*20%*	*36%*	*28%*	-	*33%*	*20%*	*37%*
			100%	*49%*	*67%*	*100%*	*16%*	*2%*	*7%*	*6%*	*25%*	-	*4%*	*8%*	*22%*
ANY NOT SATISFIED		18	18	11	11	18	4	-	2	1	8	-	-	4	-
		12%	*12%*	*14%*	*12%*	*12%*	*20%*	-	*10%*	*7%*	*20%*	-	-	*24%*	-
			100%	*64%*	*59%*	*100%*	*23%*	-	*9%*	*3%*	*44%*	-	-	*23%*	-
Mean Score		**3.334**	**3.334**	**3.195**	**3.389**	**3.334**	**3.044**	**3.700**	**3.117**	**3.592**	**3.077**	**-**	**3.331**	**3.104**	**3.621**
Standard Deviation		**1.077**	**1.077**	**1.042**	**1.115**	**1.077**	**1.112**	**-**	**1.033**	**1.252**	**1.081**	**-**	**0.522**	**1.122**	**0.871**
Error Variance		**0.007**	**0.007**	**0.011**	**0.013**	**0.007**	**0.049**	**-**	**0.056**	**0.174**	**0.025**	**-**	**0.045**	**0.066**	**0.026**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Audio description for those with any difficulty seeing
Base: All with any hearing\visual impairment

			Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
		Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base		167	39	44	83	87	2	2	35	37
Weighted Base		147	34*	40*	76*	79*	3**	2**	32**	35*
5 Very satisfied	(5)	32	11	9	21	21	-	-	10	10
		22%	*31%*	*22%*	*28%*	*27%*	-	-	*33%*	*30%*
			33%	*28%*	*66%*	*66%*	-	-	*33%*	*33%*
4	(4)	13	4	5	10	10	2	-	3	3
		9%	*11%*	*12%*	*13%*	*13%*	*52%*	-	*10%*	*9%*
			28%	*37%*	*78%*	*78%*	*14%*	-	*25%*	*25%*
3	(3)	84	15	21	38	39	2	-	16	18
		57%	*44%*	*51%*	*50%*	*49%*	*48%*	-	*52%*	*52%*
			18%	*25%*	*45%*	*47%*	*2%*	-	*20%*	*22%*
2	(2)	9	2	4	4	5	-	1	1	2
		6%	*5%*	*9%*	*5%*	*7%*	-	*66%*	*2%*	*6%*
			21%	*43%*	*46%*	*61%*	-	*16%*	*8%*	*24%*
1 Not at all satisfied	(1)	9	3	2	3	3	-	1	1	1
		6%	*8%*	*5%*	*4%*	*4%*	-	*34%*	*2%*	*2%*
			29%	*23%*	*31%*	*37%*	-	*7%*	*7%*	*7%*
SUMMARY CODES										
ANY SATISFIED		45	14	14	31	31	2	-	14	14
		30%	*42%*	*34%*	*41%*	*39%*	*52%*	-	*43%*	*40%*
			32%	*31%*	*70%*	*70%*	*4%*	-	*31%*	*31%*
ANY NOT SATISFIED		18	5	6	7	9	-	2	1	3
		12%	*13%*	*15%*	*9%*	*11%*	-	*100%*	*5%*	*8%*
			25%	*32%*	*38%*	*49%*	-	*11%*	*8%*	*15%*
Mean Score		**3.334**	**3.523**	**3.361**	**3.558**	**3.504**	**3.524**	**1.664**	**3.697**	**3.597**
Standard Deviation		**1.077**	**1.231**	**1.096**	**1.069**	**1.092**	**0.594**	**0.658**	**1.041**	**1.057**
Error Variance		**0.007**	**0.039**	**0.027**	**0.014**	**0.014**	**0.176**	**0.217**	**0.031**	**0.030**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Audio description for those with any difficulty seeing
Base: All with any hearing\visual impairment

			Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
		Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base		167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base		147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
5 Very satisfied	(5)	32	32	-	25	1	28	1	22	2	21	2	23	2
		22%	*71%*	-	*55%*	*8%*	*48%*	*4%*	*57%*	*9%*	*54%*	*9%*	*43%*	*10%*
			100%e	-	*78%*	*4%*	*87%*	*3%*	*68%*	*5%*	*65%*	*5%*	*73%*	*5%*
4	(4)	13	13	-	13	-	9	1	10	1	9	1	12	1
		9%	*29%*	-	*29%*	-	*17%*	*3%*	*27%*	*3%*	*23%*	*3%*	*22%*	*3%*
			100%	-	*100%*	-	*72%*	*4%*	*80%*	*4%*	*65%*	*4%*	*89%*	*4%*
3	(3)	84	-	-	5	5	16	11	5	3	8	5	16	5
		57%	-	-	*12%*	*27%*	*28%*	*51%*	*12%*	*18%*	*22%*	*24%*	*30%*	*27%*
			-	-	6%a	*6%*	19%a	*13%*	*5%*	*4%*	*10%*	*5%*	*19%*	*6%*
2	(2)	9	-	9	1	4	2	3	1	5	*	5	2	3
		6%	-	*48%*	*3%*	*25%*	*3%*	*12%*	*3%*	*25%*	*1%*	*25%*	*3%*	*15%*
			-	*100%*	*14%*	*51%*	*22%*	*29%*	*11%*	*53%*	*5%*	*53%*	*19%*	*29%*
1 Not at all satisfied	(1)	9	-	9	1	7	2	7	1	9	-	7	1	8
		6%	-	*52%*	*2%*	*40%*	*4%*	*30%*	*1%*	*46%*	-	*39%*	*2%*	*45%*
			-	*100%*	*10%*	*76%*	*22%*	*70%*	*6%*	*94%*	-	*78%*	*10%*	*84%*
SUMMARY CODES														
ANY SATISFIED		45	45	-	38	1	37	2	32	2	29	2	35	2
		30%	*100%*	-	*84%*	*8%*	*65%*	*7%*	*84%*	*12%*	*77%*	*12%*	*65%*	*13%*
			100%ce	-	84%e	*3%*	*83%*	*3%*	*72%*	*5%*	*65%*	*5%*	*77%*	*5%*
ANY NOT SATISFIED		18	-	18	2	11	4	9	1	13	*	12	3	10
		12%	-	*100%*	*5%*	*65%*	*7%*	*42%*	*4%*	*71%*	*1%*	*64%*	*5%*	*60%*
			-	*100%*	*12%*	*64%*	*22%*	*50%*	*8%*	*75%*	*3%*	*66%*	*15%*	*58%*
Mean Score		**3.334**	**4.706ce**	**1.485**	**4.313**	**2.106**	**4.027**	**2.393**	**4.353**	**2.042**	**4.299**	**2.190**	**4.009**	**2.179**
Standard Deviation		**1.077**	**0.461**	**0.514**	**0.938**	**1.207**	**1.117**	**1.107**	**0.899**	**1.279**	**0.860**	**1.270**	**1.019**	**1.342**
Error Variance		**0.007**	**0.005**	**0.012**	**0.019**	**0.069**	**0.020**	**0.049**	**0.022**	**0.068**	**0.020**	**0.070**	**0.019**	**0.082**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Signing for those with any difficulty hearing
Base: All with any hearing\visual impairment

			GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
		Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base		167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base		147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
5 Very satisfied	(5)	24	10	14	6	11	6	8	15	16	7	19	4	-	1
		16%	*16%*	*16%*	*26%*	*21%*	*8%*	*14%*	*17%*	*15%*	*19%*	*16%*	*21%*	-	*20%*
			42%	*58%*	*27%*	*49%*	*24%*	*36%*	*64%*	*70%*	*30%*	*79%*	*18%*	-	*2%*
4	(4)	21	11	10	2	9	10	6	15	16	5	17	3	2	*
		15%	*19%*	*12%*	*10%*	*16%*	*15%*	*10%*	*18%*	*15%*	*14%*	*15%*	*13%*	*19%*	*11%*
			52%	*48%*	*11%*	*40%*	*48%*	*28%*	*72%*	*76%*	*24%*	*78%*	*12%*	*9%*	*1%*
3	(3)	84	35	49	14	30	40	35	49	65	19	64	12	7	2
		57%	*58%*	*57%*	*54%*	*56%*	*59%*	*59%*	*56%*	*59%*	*52%*	*56%*	*56%*	*71%*	*60%*
			41%	*59%*	*16%*	*36%*	*48%*	*41%*	*59%*	*77%*	*23%*	*76%*	*14%*	*8%*	*2%*
2	(2)	7	2	6	1	1	5	4	3	5	3	6	1	1	*
		5%	*3%*	*7%*	*5%*	*3%*	*7%*	*7%*	*3%*	*4%*	*8%*	*5%*	*3%*	*10%*	*9%*
			24%	*76%*	*18%*	*18%*	*64%*	*59%*	*41%*	*62%*	*38%*	*75%*	*9%*	*13%*	*3%*
1 Not at all satisfied	(1)	10	3	7	1	2	7	5	5	7	3	9	2	-	-
		7%	*4%*	*9%*	*6%*	*4%*	*10%*	*9%*	*5%*	*7%*	*8%*	*8%*	*7%*	-	-
			26%	*74%*	*14%*	*20%*	*66%*	*54%*	*46%*	*70%*	*30%*	*85%*	*15%*	-	-
SUMMARY CODES															
ANY SATISFIED		45	21	24	9	20	16	15	31	33	12	35	7	2	1
		31%	*35%*	*28%*	*35%*	*37%*	*24%*	*24%*	*35%*	*30%*	*33%*	*31%*	*33%*	*19%*	*31%*
			47%	*53%*	*20%*	*45%*	*35%*	*32%*	*68%*	*73%*	*27%*	*79%*	*16%*	*4%*	*2%*
ANY NOT SATISFIED		18	4	13	3	3	11	10	8	12	6	14	2	1	*
		12%	*7%*	*15%*	*11%*	*6%*	*17%*	*17%*	*9%*	*11%*	*16%*	*13%*	*11%*	*10%*	*9%*
			25%	*75%*	*16%*	*19%*	*65%*	*56%*	*44%*	*67%*	*33%*	*81%*	*13%*	*5%*	*1%*
Mean Score		**3.279**	**3.397**	**3.196**	**3.447**	**3.485e**	**3.051**	**3.128**	**3.381**	**3.278**	**3.279**	**3.276**	**3.363**	**3.090**	**3.429**
Standard Deviation		**1.022**	**0.953**	**1.066**	**1.118**	**0.985**	**0.982**	**1.058**	**0.990**	**0.994**	**1.116**	**1.046**	**1.098**	**0.556**	**1.156**
Error Variance		**0.006**	**0.013**	**0.012**	**0.060**	**0.020**	**0.010**	**0.016**	**0.010**	**0.008**	**0.028**	**0.009**	**0.060**	**0.015**	**0.167**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Signing for those with any difficulty hearing
Base: All with any hearing\visual impairment

			Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base		167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base		147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
5 Very satisfied	(5)	24	24	9	15	24	-	-	2	1	5	-	-	3	4
		16%	*16%*	*11%*	*17%*	*16%*	-	-	*12%*	*7%*	*12%*	-	-	*20%*	*15%*
			100%	*37%*	*63%*	*100%*	-	-	*7%*	*2%*	*21%*	-	-	*15%*	*17%*
4	(4)	21	21	16	13	21	8	1	2	1	9	-	2	1	4
		15%	*15%*	*21%*	*15%*	*15%*	*38%*	*70%*	*15%*	*18%*	*22%*	-	*33%*	*7%*	*15%*
			100%	*77%*	*60%*	*100%*	*37%*	*4%*	*10%*	*6%*	*42%*	-	*8%*	*6%*	*18%*
3	(3)	84	84	44	49	84	9	*	10	4	20	-	4	11	19
		57%	*57%*	*56%*	*55%*	*57%*	*42%*	*30%*	*66%*	*57%*	*51%*	-	*67%*	*61%*	*70%*
			100%	*53%*	*58%*	*100%*	*11%*	*	*12%*	*5%*	*24%*	-	*4%*	*13%*	*22%*
2	(2)	7	7	4	5	7	1	-	*	-	3	-	-	2	-
		5%	*5%*	*5%*	*5%*	*5%*	*7%*	-	*3%*	-	*7%*	-	-	*12%*	-
			100%	*54%*	*64%*	*100%*	*19%*	-	*6%*	-	*36%*	-	-	*28%*	-
1 Not at all satisfied	(1)	10	10	6	7	10	3	-	1	2	3	-	-	-	-
		7%	*7%*	*8%*	*8%*	*7%*	*14%*	-	*4%*	*19%*	*8%*	-	-	-	-
			100%	*59%*	*70%*	*100%*	*29%*	-	*6%*	*15%*	*31%*	-	-	-	-
SUMMARY CODES															
ANY SATISFIED		45	45	25	28	45	8	1	4	2	14	-	2	5	8
		31%	*31%*	*32%*	*31%*	*31%*	*38%*	*70%*	*27%*	*24%*	*35%*	-	*33%*	*27%*	*30%*
			100%	*56%*	*62%*	*100%*	*18%*	*2%*	*9%*	*4%*	*31%*	-	*4%*	*11%*	*17%*
ANY NOT SATISFIED		18	18	10	12	18	4	-	1	2	6	-	-	2	-
		12%	*12%*	*13%*	*13%*	*12%*	*21%*	-	*7%*	*19%*	*15%*	-	-	*12%*	-
			100%	*57%*	*68%*	*100%*	*25%*	-	*6%*	*9%*	*33%*	-	-	*12%*	-
Mean Score		**3.279**	**3.279**	**3.225**	**3.267**	**3.279**	**3.029**	**3.700**	**3.270**	**2.917**	**3.249**	**-**	**3.331**	**3.352**	**3.446**
Standard Deviation		**1.022**	**1.022**	**0.980**	**1.065**	**1.022**	**1.025**	**-**	**0.885**	**1.176**	**1.035**	**-**	**0.522**	**0.955**	**0.753**
Error Variance		**0.006**	**0.006**	**0.010**	**0.012**	**0.006**	**0.042**	**-**	**0.041**	**0.154**	**0.023**	**-**	**0.045**	**0.048**	**0.020**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Signing for those with any difficulty hearing
Base: All with any hearing\visual impairment

			Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
		Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base		167	39	44	83	87	2	2	35	37
Weighted Base		147	34*	40*	76*	79*	3**	2**	32**	35*
5 Very satisfied	(5)	24	7	7	15	15	-	-	6	6
		16%	*20%*	*18%*	*20%*	*19%*	-	-	*20%*	*18%*
			29%	*31%*	*64%*	*64%*	-	-	*26%*	*26%*
4	(4)	21	4	6	14	14	2	-	6	6
		15%	*12%*	*14%*	*18%*	*17%*	*52%*	-	*19%*	*17%*
			19%	*26%*	*63%*	*63%*	*8%*	-	*27%*	*27%*
3	(3)	84	18	21	40	43	2	1	19	21
		57%	*55%*	*53%*	*52%*	*54%*	*48%*	*34%*	*62%*	*61%*
			22%	*25%*	*47%*	*51%*	*2%*	*1%*	*23%*	*25%*
2	(2)	7	1	3	4	4	-	1	-	1
		5%	*4%*	*7%*	*6%*	*5%*	-	*66%*	-	*4%*
			18%	*39%*	*57%*	*57%*	-	*18%*	-	*18%*
1 Not at all satisfied	(1)	10	3	3	4	4	-	-	-	-
		7%	*8%*	*7%*	*5%*	*5%*	-	-	-	-
			28%	*28%*	*35%*	*35%*	-	-	-	-
SUMMARY CODES										
ANY SATISFIED		45	11	13	29	29	2	-	12	12
		31%	*33%*	*32%*	*38%*	*36%*	*52%*	-	*38%*	*35%*
			24%	*29%*	*64%*	*64%*	*4%*	-	*27%*	*27%*
ANY NOT SATISFIED		18	4	6	8	8	-	1	-	1
		12%	*12%*	*14%*	*10%*	*10%*	-	*66%*	-	*4%*
			24%	*32%*	*44%*	*44%*	-	*8%*	-	*8%*
Mean Score		**3.279**	**3.324**	**3.296**	**3.427**	**3.411**	**3.524**	**2.336**	**3.580**	**3.490**
Standard Deviation		**1.022**	**1.119**	**1.083**	**1.024**	**1.008**	**0.594**	**0.658**	**0.812**	**0.843**
Error Variance		**0.006**	**0.032**	**0.027**	**0.013**	**0.012**	**0.176**	**0.217**	**0.019**	**0.019**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Signing for those with any difficulty hearing
Base: All with any hearing\visual impairment

			Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
		Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base		167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base		147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
5 Very satisfied	(5)	24	22	1	24	-	22	-	19	1	18	1	19	1
		16%	*50%*	*4%*	*52%*	-	*39%*	-	*49%*	*7%*	*47%*	*8%*	*35%*	*4%*
			94%	*3%*	*100%*	-	*93%*	-	*80%*	*6%*	*76%*	*6%*	*79%*	*3%*
4	(4)	21	16	1	21	-	15	1	11	3	13	2	18	2
		15%	*35%*	*8%*	*48%*	-	*27%*	*5%*	*29%*	*13%*	*35%*	*9%*	*34%*	*12%*
			72%	*7%*	100%e	-	*71%*	*5%*	*51%*	*12%*	*62%*	*7%*	*85%*	*10%*
3	(3)	84	6	4	-	-	16	9	5	3	5	2	13	4
		57%	*13%*	*24%*	-	-	*29%*	*40%*	*14%*	*18%*	*14%*	*8%*	*23%*	*23%*
			7%c	*5%*	-	-	20%c	*10%*	*6%*	*4%*	*6%*	*2%*	*15%*	*5%*
2	(2)	7	-	4	-	7	1	4	1	4	-	6	2	3
		5%	-	*25%*	-	*42%*	*2%*	*20%*	*1%*	*22%*	-	*32%*	*4%*	*17%*
			-	*60%*	-	*100%*	*18%*	*57%*	*7%*	*56%*	-	*80%*	*28%*	*40%*
1 Not at all satisfied	(1)	10	1	7	-	10	2	8	3	8	1	8	2	8
		7%	*3%*	*39%*	-	*58%*	*3%*	*35%*	*7%*	*39%*	*4%*	*44%*	*4%*	*43%*
			14%	*69%*	-	*100%*	*19%*	*74%*	*26%*	*74%*	*14%*	*81%*	*21%*	*74%*
SUMMARY CODES														
ANY SATISFIED		45	38	2	45	-	37	1	30	4	31	3	37	3
		31%	*84%*	*12%*	*100%*	-	*65%*	*5%*	*78%*	*21%*	*82%*	*16%*	*69%*	*16%*
			84%e	*5%*	100%ae	-	*83%*	*3%*	*66%*	*9%*	*69%*	*7%*	*82%*	*6%*
ANY NOT SATISFIED		18	1	11	-	18	3	12	3	12	1	14	4	11
		12%	*3%*	*64%*	-	*100%*	*6%*	*55%*	*8%*	*61%*	*4%*	*76%*	*8%*	*61%*
			8%	*65%*	-	*100%*	*19%*	*67%*	*18%*	*66%*	*8%*	*80%*	*24%*	*60%*
Mean Score		**3.279**	**4.276**	**2.131**	**4.524e**	**1.424**	**3.949**	**2.158**	**4.123**	**2.273**	**4.216**	**2.039**	**3.918**	**2.160**
Standard Deviation		**1.022**	**0.920**	**1.171**	**0.505**	**0.509**	**1.043**	**0.991**	**1.151**	**1.339**	**0.961**	**1.275**	**1.051**	**1.255**
Error Variance		**0.006**	**0.019**	**0.062**	**0.005**	**0.012**	**0.017**	**0.039**	**0.036**	**0.075**	**0.025**	**0.071**	**0.020**	**0.072**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Subtitles for those with any difficulty hearing
Base: All with any hearing\visual impairment

			GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
		Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base		167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base		147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
5 Very satisfied	(5)	35	18	17	6	18	10	13	21	26	8	29	4	1	1
		24%	*29%*	*20%*	*23%*	*34%*	*15%*	*22%*	*25%*	*24%*	*22%*	*26%*	*19%*	*11%*	*20%*
			51%	*49%*	*17%*	*53%e*	*30%*	*38%*	*62%*	*77%*	*23%*	*84%*	*12%*	*3%*	*2%*
4	(4)	22	10	12	9	7	7	11	11	14	8	16	3	2	1
		15%	*16%*	*14%*	*34%*	*13%*	*10%*	*19%*	*13%*	*13%*	*22%*	*14%*	*16%*	*19%*	*49%*
			44%	*56%*	*38%*	*32%*	*30%*	*49%*	*51%*	*64%*	*36%*	*71%*	*15%*	*8%*	*6%*
3	(3)	68	28	40	6	25	37	25	43	55	13	53	9	5	1
		47%	*47%*	*46%*	*25%*	*46%*	*54%*	*42%*	*50%*	*51%*	*35%*	*47%*	*45%*	*51%*	*22%*
			41%	*59%*	*9%*	*37%*	*54%*	*36%*	*64%*	*81%*	*19%*	*78%*	*14%*	*7%*	*1%*
2	(2)	11	2	9	4	1	5	5	6	6	5	6	3	2	-
		7%	*3%*	*11%*	*17%*	*3%*	*7%*	*8%*	*7%*	*6%*	*12%*	*6%*	*13%*	*20%*	-
			16%	*84%*	*40%*	*14%*	*46%*	*46%*	*54%*	*58%*	*42%*	*58%*	*24%*	*18%*	-
1 Not at all satisfied	(1)	11	3	8	-	2	9	5	5	7	4	9	2	-	*
		7%	*4%*	*9%*	-	*4%*	*13%*	*9%*	*6%*	*6%*	*10%*	*8%*	*7%*	-	*9%*
			25%	*75%*	-	*19%*	*81%*	*51%*	*49%*	*64%*	*36%*	*84%*	*14%*	-	*2%*
SUMMARY CODES															
ANY SATISFIED		57	28	29	14	25	17	24	33	41	16	45	7	3	2
		39%	*46%*	*34%*	*57%*	*47%*	*25%*	*41%*	*38%*	*37%*	*43%*	*40%*	*36%*	*30%*	*69%*
			48%	*52%*	*25%*	*44%e*	*30%*	*42%*	*58%*	*72%*	*28%*	*79%*	*13%*	*5%*	*3%*
ANY NOT SATISFIED		22	4	17	4	4	14	10	11	13	8	15	4	2	*
		15%	*7%*	*20%*	*17%*	*7%*	*20%*	*17%*	*13%*	*12%*	*22%*	*13%*	*20%*	*20%*	*9%*
			21%	*79%a*	*20%*	*16%*	*63%d*	*48%*	*52%*	*61%*	*39%*	*71%*	*19%*	*9%*	*1%*
Mean Score		**3.405**	**3.632b**	**3.246**	**3.632**	**3.706e**	**3.080**	**3.363**	**3.433**	**3.434**	**3.319**	**3.438**	**3.279**	**3.203**	**3.720**
Standard Deviation		**1.142**	**1.079**	**1.164**	**1.043**	**1.091**	**1.146**	**1.188**	**1.116**	**1.110**	**1.244**	**1.162**	**1.157**	**0.925**	**1.353**
Error Variance		**0.008**	**0.017**	**0.014**	**0.052**	**0.025**	**0.013**	**0.020**	**0.013**	**0.010**	**0.034**	**0.011**	**0.067**	**0.043**	**0.229**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Subtitles for those with any difficulty hearing
Base: All with any hearing\visual impairment

			Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base		167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base		147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
5 Very satisfied	(5)	35	35	19	19	35	4	-	2	4	11	-	-	1	7
		24%	*24%*	*24%*	*22%*	*24%*	*17%*	-	*16%*	*51%*	*27%*	-	-	*8%*	*25%*
			100%	*55%*	*56%*	*100%*	*10%*	-	*7%*	*11%*	*31%*	-	-	*4%*	*19%*
4	(4)	22	22	13	13	22	4	*	3	2	5	-	1	5	2
		15%	*15%*	*17%*	*15%*	*15%*	*20%*	*30%*	*21%*	*31%*	*12%*	-	*18%*	*31%*	*6%*
			100%	*59%*	*60%*	*100%*	*19%*	*2%*	*14%*	*11%*	*21%*	-	*4%*	*24%*	*7%*
3	(3)	68	68	34	44	68	10	1	5	*	18	-	3	9	16
		47%	*47%*	*42%*	*50%*	*47%*	*46%*	*70%*	*37%*	*6%*	*45%*	-	*61%*	*51%*	*60%*
			100%	*49%*	*65%*	*100%*	*14%*	*1%*	*8%*	*1%*	*26%*	-	*5%*	*13%*	*23%*
2	(2)	11	11	6	6	11	1	-	2	-	3	-	1	2	2
		7%	*7%*	*8%*	*7%*	*7%*	*7%*	-	*16%*	-	*7%*	-	*21%*	*10%*	*7%*
			100%	*57%*	*56%*	*100%*	*13%*	-	*22%*	-	*26%*	-	*10%*	*16%*	*17%*
1 Not at all satisfied	(1)	11	11	7	6	11	2	-	1	1	4	-	-	-	1
		7%	*7%*	*9%*	*6%*	*7%*	*11%*	-	*10%*	*13%*	*10%*	-	-	-	*2%*
			100%	*69%*	*52%*	*100%*	*21%*	-	*13%*	*9%*	*38%*	-	-	-	*5%*
SUMMARY CODES															
ANY SATISFIED		57	57	32	33	57	8	*	6	6	15	-	1	7	8
		39%	*39%*	*40%*	*37%*	*39%*	*37%*	*30%*	*38%*	*82%*	*38%*	-	*18%*	*39%*	*31%*
			100%	*56%*	*57%*	*100%*	*14%*	*1%*	*10%*	*11%*	*27%*	-	*2%*	*12%*	*14%*
ANY NOT SATISFIED		22	22	14	12	22	4	-	4	1	7	-	1	2	2
		15%	*15%*	*17%*	*13%*	*15%*	*17%*	-	*26%*	*13%*	*17%*	-	*21%*	*10%*	*9%*
			100%	*63%*	*54%*	*100%*	*17%*	-	*18%*	*5%*	*32%*	-	*5%*	*8%*	*11%*
Mean Score		**3.405**	**3.405**	**3.379**	**3.392**	**3.405**	**3.257**	**3.300**	**3.190**	**4.066**	**3.380**	**-**	**2.973**	**3.380**	**3.445**
Standard Deviation		**1.142**	**1.142**	**1.201**	**1.096**	**1.142**	**1.172**	**-**	**1.215**	**1.399**	**1.244**	**-**	**0.689**	**0.796**	**1.023**
Error Variance		**0.008**	**0.008**	**0.015**	**0.012**	**0.008**	**0.055**	**-**	**0.078**	**0.217**	**0.033**	**-**	**0.079**	**0.033**	**0.036**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Subtitles for those with any difficulty hearing
Base: All with any hearing\visual impairment

			Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
		Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base		167	39	44	83	87	2	2	35	37
Weighted Base		147	34*	40*	76*	79*	3**	2**	32**	35*
5 Very satisfied	(5)	35	13	11	24	24	2	-	12	12
		24%	*38%*	*29%*	*32%*	*31%*	*52%*	-	*38%*	*35%*
			37%	*33%*	*71%*	*71%*	*5%*	-	*35%*	*35%*
4	(4)	22	3	5	16	17	-	-	9	9
		15%	*9%*	*13%*	*21%*	*21%*	-	-	*27%*	*25%*
			13%	*24%*	*71%*	*74%*	-	-	*38%*	*38%*
3	(3)	68	15	20	25	28	2	2	7	10
		47%	*44%*	*50%*	*33%*	*35%*	*48%*	*100%*	*21%*	*28%*
			22%	*30%*	*37%*	*41%*	*2%*	*3%*	*10%*	*14%*
2	(2)	11	1	1	5	5	-	-	3	3
		7%	*3%*	*2%*	*7%*	*7%*	-	-	*9%*	*8%*
			9%	*9%*	*48%*	*48%*	-	-	*26%*	*26%*
1 Not at all satisfied	(1)	11	2	2	5	5	-	-	1	1
		7%	*6%*	*5%*	*7%*	*6%*	-	-	*5%*	*4%*
			19%	*19%*	*48%*	*48%*	-	-	*14%*	*14%*
SUMMARY CODES										
ANY SATISFIED		57	16	17	40	41	2	-	20	20
		39%	*47%*	*42%*	*53%*	*52%*	*52%*	-	*65%*	*59%*
			28%	*30%*	*71%*	*72%*	*3%*	-	*36%*	*36%*
ANY NOT SATISFIED		22	3	3	10	10	-	-	4	4
		15%	*9%*	*8%*	*14%*	*13%*	-	-	*14%*	*13%*
			14%	*14%*	*48%*	*48%*	-	-	*20%*	*20%*
Mean Score		**3.405**	**3.703**	**3.583**	**3.652**	**3.635**	**4.047**	**3.000**	**3.843**	**3.770**
Standard Deviation		**1.142**	**1.196**	**1.094**	**1.194**	**1.177**	**1.188**	**0.000**	**1.184**	**1.155**
Error Variance		**0.008**	**0.037**	**0.027**	**0.017**	**0.016**	**0.705**	**0.000**	**0.040**	**0.036**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.11 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the availability of the following services for watching/listening to TV at the scheduled time of broadcast? - Subtitles for those with any difficulty hearing
Base: All with any hearing\visual impairment

			Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
		Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base		167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base		147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
5 Very satisfied	(5)	35	28	1	26	2	35	-	22	2	23	2	28	2
		24%	*62%*	*7%*	*57%*	*11%*	*61%*	-	*57%*	*13%*	*60%*	*13%*	*53%*	*10%*
			80%	*4%*	*75%*	*6%*	*100%*	-	*62%*	*7%*	*66%*	*7%*	*82%*	*5%*
4	(4)	22	9	3	11	1	22	-	8	2	10	1	15	1
		15%	*21%*	*15%*	*25%*	*8%*	*39%*	-	*22%*	*10%*	*27%*	*7%*	*28%*	*3%*
			41%	*12%*	*51%*	*6%*	*100%*	-	*38%*	*8%*	*45%*	*6%*	*67%*	*3%*
3	(3)	68	6	5	7	3	-	-	6	4	3	4	8	2
		47%	*14%*	*27%*	*15%*	*15%*	-	-	*16%*	*20%*	*7%*	*19%*	*15%*	*9%*
			9%e	*7%*	10%e	*4%*	-	-	*9%*	*6%*	*4%*	*5%*	*12%*	*2%*
2	(2)	11	-	3	1	4	-	11	2	3	2	3	2	5
		7%	-	*14%*	*1%*	*23%*	-	*51%*	*5%*	*14%*	*7%*	*16%*	*4%*	*28%*
			-	*24%*	*5%*	*37%*	-	*100%*	*18%*	*24%*	*23%*	*28%*	*18%*	*45%*
1 Not at all satisfied	(1)	11	2	7	1	8	-	11	-	8	-	8	*	9
		7%	*3%*	*36%*	*1%*	*44%*	-	*49%*	-	*44%*	-	*45%*	*	*50%*
			15%	*61%*	*6%*	*73%*	-	*100%*	-	*78%*	-	*78%*	*2%*	*81%*
SUMMARY CODES														
ANY SATISFIED		57	37	4	37	3	57	-	30	4	33	4	43	2
		39%	*83%*	*22%*	*83%*	*19%*	*100%*	-	*79%*	*23%*	*86%*	*20%*	*81%*	*13%*
			65%	*7%*	*65%*	*6%*	100%ac	-	*53%*	*8%*	*58%*	*7%*	*76%*	*4%*
ANY NOT SATISFIED		22	2	9	1	12	-	22	2	11	2	11	2	14
		15%	*3%*	*50%*	*3%*	*67%*	-	*100%*	*5%*	*57%*	*7%*	*61%*	*4%*	*78%*
			7%	*42%*	*5%*	*55%*	-	*100%*	*9%*	*51%*	*12%*	*53%*	*10%*	*63%*
Mean Score		**3.405**	**4.378**	**2.425**	**4.364**	**2.187**	**4.607**	**1.506**	**4.305**	**2.342**	**4.397**	**2.276**	**4.298**	**1.949**
Standard Deviation		**1.142**	**0.975**	**1.337**	**0.879**	**1.397**	**0.493**	**0.512**	**0.927**	**1.474**	**0.891**	**1.457**	**0.888**	**1.300**
Error Variance		**0.008**	**0.021**	**0.081**	**0.016**	**0.093**	**0.004**	**0.010**	**0.023**	**0.091**	**0.021**	**0.092**	**0.014**	**0.077**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.12 And on a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) on your TV through ..?
Base: All who personally access a visual or hearing service

		Audio description for those with any difficulty seeing	Signing for those with any difficulty hearing	Subtitles for those with any difficulty hearing
Unweighted Base		22	24	183
Weighted Base		29	28	189
5 Very satisfied	(5)	8 *28%*	5 *19%*	79 *42%*
4	(4)	2 *8%*	6 *20%*	47 *25%*
3	(3)	15 *50%*	12 *44%*	50 *26%*
2	(2)	1 *5%*	3 *12%*	5 *3%*
1 Not at all satisfied	(1)	3 *9%*	2 *6%*	7 *4%*
SUMMARY CODES				
ANY SATISFIED		11 *36%*	11 *39%*	126 *67%*
ANY NOT SATISFIED		4 *13%*	5 *17%*	13 *7%*
Mean Score		**3.425**	**3.346**	**3.981**
Standard Deviation		**1.211**	**1.103**	**1.072**
Error Variance		**0.067**	**0.051**	**0.006**

KANTAR MEDIA

Access services research

Q.12 And on a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) on your TV through Subtitles for those with any difficulty hearing?
Base: All who personally access a visual or hearing service - Subtitles for those with any difficulty hearing

			GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
		Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base		183	80	103	55	78	50	119	64	142	41	143	17	17	6
Weighted Base		189	86*	103*	64*	91*	35*	126	63*	151	38*	156	21**	9**	2**
5 Very satisfied	(5)	79	33	46	26	38	15	51	28	60	19	67	7	4	1
		42%	*38%*	*45%*	*41%*	*42%*	*43%*	*41%*	*44%*	*40%*	*49%*	*43%*	*32%*	*45%*	*56%*
			42%	*58%*	*33%*	*48%*	*19%*	*65%*	*35%*	*76%*	*24%*	*84%*	*9%*	*5%*	*1%*
4	(4)	47	20	27	23	20	4	28	19	39	9	43	2	2	*
		25%	*24%*	*26%*	*36%*	*22%*	*12%*	*22%*	*31%*	*26%*	*23%*	*27%*	*11%*	*20%*	*15%*
			43%	*57%*	49%e	*42%*	*9%*	*59%*	*41%*	*82%*	*18%*	*90%*	*5%*	*4%*	*1%*
3	(3)	50	27	23	11	26	13	34	16	41	9	36	11	2	1
		26%	*32%*	*22%*	*17%*	*29%*	*38%*	*27%*	*25%*	*27%*	*24%*	*23%*	*53%*	*21%*	*30%*
			55%	*45%*	*21%*	*53%*	26%c	*68%*	*32%*	*81%*	*19%*	*72%*	*22%*	*4%*	*1%*
2	(2)	5	2	4	1	3	1	5	-	5	-	4	-	1	-
		3%	*2%*	*3%*	*1%*	*4%*	*3%*	*4%*	-	*3%*	-	*3%*	-	*13%*	-
			32%	*68%*	*15%*	*66%*	*19%*	*100%*	-	*100%*	-	*76%*	-	*24%*	-
1 Not at all satisfied	(1)	7	4	4	3	3	2	7	-	6	1	6	1	-	-
		4%	*4%*	*4%*	*5%*	*3%*	*5%*	*6%*	-	*4%*	*4%*	*4%*	*4%*	-	-
			51%	*49%*	*44%*	*35%*	*21%*	*100%*	-	*80%*	*20%*	*87%*	*13%*	-	-
SUMMARY CODES															
ANY SATISFIED		126	53	73	49	58	19	79	47	99	27	110	9	6	1
		67%	*62%*	*71%*	*77%*	*64%*	*55%*	*63%*	*75%*	*66%*	*72%*	*70%*	*43%*	*66%*	*70%*
			42%	*58%*	39%e	*46%*	*15%*	*63%*	*37%*	*78%*	*22%*	*87%*	*7%*	*5%*	*1%*
ANY NOT SATISFIED		13	5	7	4	6	3	13	-	11	1	10	1	1	-
		7%	*6%*	*7%*	*6%*	*7%*	*7%*	*10%*	-	*7%*	*4%*	*7%*	*4%*	*13%*	-
			43%	*57%*	*32%*	*48%*	*20%*	100%g	-	*88%*	*12%*	*82%*	*8%*	*10%*	-
Mean Score		**3.981**	**3.896**	**4.053**	**4.065**	**3.970**	**3.856**	**3.877**	**4.188**	**3.943**	**4.131**	**4.022**	**3.659**	**3.976**	**4.261**
Standard Deviation		**1.072**	**1.083**	**1.063**	**1.045**	**1.064**	**1.159**	**1.169**	**0.818**	**1.079**	**1.044**	**1.066**	**1.092**	**1.155**	**1.250**
Error Variance		**0.006**	**0.015**	**0.011**	**0.020**	**0.015**	**0.027**	**0.011**	**0.010**	**0.008**	**0.027**	**0.008**	**0.070**	**0.078**	**0.260**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.12 And on a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) on your TV through Subtitles for those with any difficulty hearing?
Base: All who personally access a visual or hearing service - Subtitles for those with any difficulty hearing

			Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base		183	66	27	13	35	5	1	6	3	14	-	1	1	6
Weighted Base		189	61*	24**	12**	32**	4**	***	6**	4**	12**	-**	1**	2**	4**
5 Very satisfied	(5)	79	25	7	5	12	*	*	1	1	5	-	-	2	1
		42%	*41%*	*30%*	*42%*	*37%*	*8%*	*100%*	*13%*	*26%*	*39%*	-	-	*100%*	*30%*
			32%	*9%*	*6%*	*15%*	*	*	*1%*	*1%*	*6%*	-	-	*3%*	*2%*
4	(4)	47	15	7	3	9	1	-	1	1	4	-	1	-	2
		25%	*25%*	*31%*	*27%*	*29%*	*36%*	-	*23%*	*37%*	*32%*	-	*100%*	-	*39%*
			32%	*16%*	*7%*	*19%*	*3%*	-	*3%*	*3%*	*8%*	-	*2%*	-	*4%*
3	(3)	50	16	8	3	9	2	-	4	1	2	-	-	-	1
		26%	*27%*	*33%*	*27%*	*27%*	*57%*	-	*64%*	*37%*	*15%*	-	-	-	*19%*
			33%	*16%*	*6%*	*17%*	*5%*	-	*7%*	*3%*	*4%*	-	-	-	*2%*
2	(2)	5	2	2	-	2	-	-	-	-	2	-	-	-	-
		3%	*3%*	*7%*	-	*5%*	-	-	-	-	*14%*	-	-	-	-
			37%	*31%*	-	*31%*	-	-	-	-	*31%*	-	-	-	-
1 Not at all satisfied	(1)	7	3	-	1	1	-	-	-	-	-	-	-	-	1
		4%	*4%*	-	*4%*	*2%*	-	-	-	-	-	-	-	-	*12%*
			36%	-	*7%*	*7%*	-	-	-	-	-	-	-	-	*7%*
SUMMARY CODES															
ANY SATISFIED		126	40	14	8	21	2	*	2	2	9	-	1	2	3
		67%	*65%*	*61%*	*69%*	*66%*	*43%*	*100%*	*36%*	*63%*	*71%*	-	*100%*	*100%*	*69%*
			32%	*11%*	*6%*	*16%*	*1%*	*	*2%*	*2%*	*7%*	-	*1%*	*2%*	*2%*
ANY NOT SATISFIED		13	5	2	1	2	-	-	-	-	2	-	-	-	1
		7%	*8%*	*7%*	*4%*	*7%*	-	-	-	-	*14%*	-	-	-	*12%*
			37%	*13%*	*4%*	*17%*	-	-	-	-	*13%*	-	-	-	*4%*
Mean Score		**3.981**	**3.944**	**3.835**	**4.017**	**3.946**	**3.510**	**5.000**	**3.487**	**3.888**	**3.970**	**-**	**4.000**	**5.000**	**3.755**
Standard Deviation		**1.072**	**1.102**	**0.952**	**1.089**	**1.015**	**0.728**	**-**	**0.789**	**0.919**	**1.089**	**-**	**-**	**0.000**	**1.401**
Error Variance		**0.006**	**0.018**	**0.034**	**0.091**	**0.029**	**0.106**	**-**	**0.104**	**0.281**	**0.085**	**-**	**-**	**0.000**	**0.327**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.12 And on a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) on your TV through Subtitles for those with any difficulty hearing?
Base: All who personally access a visual or hearing service - Subtitles for those with any difficulty hearing

			Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
		Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base		183	89	87	163	170	17	22	183	183
Weighted Base		189	97*	92*	168	176	22**	26**	189	189
5 Very satisfied	(5)	79	38	33	70	73	5	8	79	79
		42%	*39%*	*36%*	*42%*	*41%*	*23%*	*29%*	*42%*	*42%*
			48%	*42%*	*88%*	*92%*	*7%*	*10%*	*100%*	*100%*
4	(4)	47	28	24	42	44	8	4	47	47
		25%	*29%*	*26%*	*25%*	*25%*	*35%*	*17%*	*25%*	*25%*
			59%	*51%*	*89%*	*93%*	*17%*	*9%*	*100%*	*100%*
3	(3)	50	23	26	45	48	8	9	50	50
		26%	*24%*	*28%*	*27%*	*27%*	*34%*	*37%*	*26%*	*26%*
			47%	*51%*	*91%*	*97%*	*15%*	*19%*	*100%*	*100%*
2	(2)	5	3	3	4	4	-	3	5	5
		3%	*3%*	*3%*	*2%*	*2%*	-	*10%*	*3%*	*3%*
			53%	*56%*	*74%*	*74%*	-	*50%*	*100%*	*100%*
1 Not at all satisfied	(1)	7	5	6	7	7	2	2	7	7
		4%	*5%*	*7%*	*4%*	*4%*	*7%*	*6%*	*4%*	*4%*
			64%	*86%*	*93%*	*93%*	*22%*	*22%*	*100%*	*100%*
SUMMARY CODES										
ANY SATISFIED		126	66	57	112	117	13	12	126	126
		67%	*68%*	*62%*	*67%*	*66%*	*58%*	*47%*	*67%*	*67%*
			52%	*45%*	*88%*	*92%*	*10%*	*9%*	*100%*	*100%*
ANY NOT SATISFIED		13	7	9	11	11	2	4	13	13
		7%	*8%*	*10%*	*6%*	*6%*	*7%*	*16%*	*7%*	*7%*
			59%	*73%*	*85%*	*85%*	*13%*	*34%*	*100%*	*100%*
Mean Score		**3.981**	**3.946**	**3.809**	**3.976**	**3.978**	**3.667**	**3.532**	**3.981**	**3.981**
Standard Deviation		**1.072**	**1.093**	**1.167**	**1.073**	**1.064**	**1.083**	**1.216**	**1.072**	**1.072**
Error Variance		**0.006**	**0.013**	**0.016**	**0.007**	**0.007**	**0.069**	**0.067**	**0.006**	**0.006**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.12 And on a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) on your TV through Subtitles for those with any difficulty hearing?
Base: All who personally access a visual or hearing service - Subtitles for those with any difficulty hearing

			Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
		Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base		183	61	23	53	25	128	11	51	22	55	22	103	10
Weighted Base		189	65*	26**	60*	29**	133	12**	58*	24**	60*	26**	111*	8**
5 Very satisfied	(5)	79	35	11	27	16	74	2	28	8	30	9	62	1
		42%	*53%*	*41%*	*45%*	*54%*	*56%*	*13%*	*49%*	*35%*	*50%*	*35%*	*56%*	*9%*
			44%	*13%*	*34%*	*20%*	*94%*	*2%*	*36%*	*10%*	*38%*	*11%*	*79%*	*1%*
4	(4)	47	20	5	21	6	40	-	23	6	22	7	35	1
		25%	*30%*	*18%*	*35%*	*20%*	*30%*	-	*39%*	*24%*	*37%*	*29%*	*31%*	*15%*
			41%	*10%*	*44%*	*12%*	*83%*	-	*48%*	*12%*	*47%*	*16%*	*74%*	*3%*
3	(3)	50	9	3	10	1	16	4	5	2	6	2	9	1
		26%	*14%*	*12%*	*16%*	*4%*	*12%*	*33%*	*9%*	*9%*	*9%*	*8%*	*8%*	*12%*
			18%	*6%*	*19%*	*2%*	*32%*	*8%*	*11%*	*4%*	*11%*	*4%*	*18%*	*2%*
2	(2)	5	-	4	1	3	1	2	-	4	1	3	1	2
		3%	-	*15%*	*1%*	*9%*	*1%*	*19%*	-	*17%*	*1%*	*13%*	*1%*	*26%*
			-	*76%*	*15%*	*48%*	*15%*	*46%*	-	*76%*	*15%*	*61%*	*15%*	*41%*
1 Not at all satisfied	(1)	7	2	4	2	4	3	4	2	4	2	4	4	3
		4%	*2%*	*15%*	*3%*	*13%*	*2%*	*35%*	*3%*	*16%*	*3%*	*15%*	*4%*	*39%*
			22%	*51%*	*22%*	*51%*	*35%*	*58%*	*22%*	*51%*	*22%*	*51%*	*57%*	*43%*
SUMMARY CODES														
ANY SATISFIED		126	55	15	48	21	113	2	51	14	52	16	97	2
		67%	*83%*	*59%*	*80%*	*74%*	*85%*	*13%*	*88%*	*59%*	*87%*	*64%*	*87%*	*24%*
			43%	*12%*	*38%*	*17%*	*90%*	*1%*	*40%*	*11%*	*41%*	*13%*	*77%*	*2%*
ANY NOT SATISFIED		13	2	8	2	6	3	7	2	8	2	7	5	5
		7%	*2%*	*30%*	*4%*	*22%*	*2%*	*54%*	*3%*	*32%*	*4%*	*27%*	*4%*	*64%*
			13%	*61%*	*19%*	*50%*	*26%*	*53%*	*13%*	*61%*	*19%*	*55%*	*39%*	*42%*
Mean Score		**3.981**	**4.320**	**3.548**	**4.188**	**3.929**	**4.367**	**2.372**	**4.312**	**3.452**	**4.300**	**3.580**	**4.352**	**2.301**
Standard Deviation		**1.072**	**0.897**	**1.527**	**0.940**	**1.480**	**0.863**	**1.359**	**0.865**	**1.521**	**0.899**	**1.472**	**0.944**	**1.442**
Error Variance		**0.006**	**0.013**	**0.101**	**0.017**	**0.088**	**0.006**	**0.168**	**0.015**	**0.105**	**0.015**	**0.098**	**0.009**	**0.208**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Audio description for those with any difficulty seeing	Signing for those with any difficulty hearing	Subtitles for those with any difficulty hearing
Unweighted Base		320	320	320
Weighted Base		311	311	311
5 Very satisfied	(5)	54 *17%*	54 *17%*	99 *32%*
4	(4)	35 *11%*	37 *12%*	49 *16%*
3	(3)	182 *59%*	177 *57%*	138 *44%*
2	(2)	13 *4%*	17 *6%*	8 *3%*
1 Not at all satisfied	(1)	27 *9%*	26 *8%*	16 *5%*
SUMMARY CODES				
ANY SATISFIED		89 *29%*	91 *29%*	149 *48%*
ANY NOT SATISFIED		40 *13%*	43 *14%*	24 *8%*
Mean Score		**3.242**	**3.248**	**3.668**
Standard Deviation		**1.071**	**1.069**	**1.108**
Error Variance		**0.004**	**0.004**	**0.004**

KANTAR MEDIA

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Audio description for those with any difficulty seeing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
		Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base		320	135	185	71	118	131	177	143	246	74	245	32	32	11
Weighted Base		311	135	175	83*	137	91	177	133	246	64*	257	34**	16**	4**
5 Very satisfied	(5)	54	23	31	22	26	5	26	28	43	11	45	8	1	1
		17%	*17%*	*18%*	*27%*	*19%*	*6%*	*14%*	*21%*	*17%*	*17%*	*17%*	*22%*	*5%*	*25%*
			42%	*58%*	41%e	49%e	*10%*	*47%*	*53%*	*79%*	*21%*	*83%*	*14%*	*2%*	*2%*
4	(4)	35	15	19	11	16	8	20	15	28	7	30	2	3	*
		11%	*11%*	*11%*	*14%*	*11%*	*8%*	*11%*	*11%*	*11%*	*11%*	*12%*	*5%*	*17%*	*9%*
			44%	*56%*	*33%*	*45%*	*22%*	*57%*	*43%*	*79%*	*21%*	*86%*	*5%*	*8%*	*1%*
3	(3)	182	83	99	38	80	64	104	78	146	36	146	21	13	2
		59%	*61%*	*56%*	*46%*	*58%*	*70%*	*59%*	*58%*	*59%*	*56%*	*57%*	*62%*	*78%*	*50%*
			46%	*54%*	*21%*	*44%*	35%c	*57%*	*43%*	*80%*	*20%*	*80%*	*12%*	*7%*	*1%*
2	(2)	13	3	10	4	5	4	9	4	11	2	12	1	-	*
		4%	*2%*	*6%*	*5%*	*4%*	*4%*	*5%*	*3%*	*5%*	*2%*	*5%*	*2%*	-	*6%*
			24%	*76%*	*34%*	*38%*	*28%*	*70%*	*30%*	*87%*	*13%*	*93%*	*6%*	-	*2%*
1 Not at all satisfied	(1)	27	12	16	7	10	11	19	8	19	8	24	3	-	*
		9%	*9%*	*9%*	*8%*	*7%*	*12%*	*11%*	*6%*	*8%*	*13%*	*10%*	*8%*	-	*9%*
			42%	*58%*	*24%*	*36%*	*40%*	*69%*	*31%*	*70%*	*30%*	*89%*	*10%*	-	*1%*
SUMMARY CODES															
ANY SATISFIED		89	38	51	34	42	13	45	43	70	18	74	9	4	1
		29%	*28%*	*29%*	*41%*	*31%*	*14%*	*26%*	*33%*	*29%*	*28%*	*29%*	*28%*	*22%*	*34%*
			43%	*57%*	38%e	47%e	*15%*	*51%*	*49%*	*79%*	*21%*	*84%*	*11%*	*4%*	*1%*
ANY NOT SATISFIED		40	15	26	11	15	14	28	12	30	10	36	3	-	1
		13%	*11%*	*15%*	*13%*	*11%*	*16%*	*16%*	*9%*	*12%*	*15%*	*14%*	*10%*	-	*16%*
			36%	*64%*	*27%*	*37%*	*36%*	*70%*	*30%*	*75%*	*25%*	*90%*	*9%*	-	*1%*
Mean Score		**3.242**	**3.253**	**3.233**	**3.468e**	**3.320e**	**2.921**	**3.136**	**3.383**	**3.260**	**3.173**	**3.229**	**3.317**	**3.271**	**3.340**
Standard Deviation		**1.071**	**1.043**	**1.095**	**1.179**	**1.057**	**0.914**	**1.075**	**1.053**	**1.050**	**1.154**	**1.091**	**1.101**	**0.568**	**1.390**
Error Variance		**0.004**	**0.008**	**0.006**	**0.020**	**0.009**	**0.006**	**0.007**	**0.008**	**0.004**	**0.018**	**0.005**	**0.038**	**0.010**	**0.176**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Audio description for those with any difficulty seeing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base		320	199	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base		311	178	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
5 Very satisfied	(5)	54	33	9	15	24	1	-	3	1	4	-	-	3	4
		17%	*18%*	*11%*	*17%*	*16%*	*3%*	-	*19%*	*13%*	*9%*	-	-	*17%*	*16%*
			60%	*17%*	*29%*	*44%*	*1%*	-	*5%*	*2%*	*7%*	-	-	*5%*	*8%*
4	(4)	35	18	8	10	14	4	1	1	-	4	-	2	2	3
		11%	*10%*	*10%*	*12%*	*10%*	*21%*	*70%*	*7%*	-	*11%*	-	*33%*	*9%*	*11%*
			51%	*24%*	*30%*	*41%*	*13%*	*2%*	*3%*	-	*13%*	-	*5%*	*5%*	*9%*
3	(3)	182	105	51	51	90	12	-	9	6	25	-	4	10	17
		59%	*59%*	*64%*	*58%*	*61%*	*56%*	-	*64%*	*74%*	*63%*	-	*67%*	*57%*	*66%*
			58%	*28%*	*28%*	*49%*	*7%*	-	*5%*	*3%*	*14%*	-	*2%*	*6%*	*10%*
2	(2)	13	6	3	4	6	1	-	-	-	2	-	-	2	1
		4%	*3%*	*4%*	*4%*	*4%*	*5%*	-	-	-	*5%*	-	-	*12%*	*4%*
			46%	*22%*	*31%*	*46%*	*8%*	-	-	-	*15%*	-	-	*16%*	*7%*
1 Not at all satisfied	(1)	27	16	9	8	13	3	*	2	1	5	-	-	1	1
		9%	*9%*	*11%*	*9%*	*9%*	*15%*	*30%*	*10%*	*13%*	*13%*	-	-	*5%*	*3%*
			59%	*31%*	*28%*	*48%*	*12%*	*1%*	*6%*	*4%*	*18%*	-	-	*3%*	*3%*
SUMMARY CODES															
ANY SATISFIED		89	50	17	26	38	5	1	4	1	8	-	2	5	7
		29%	*28%*	*22%*	*29%*	*26%*	*24%*	*70%*	*26%*	*13%*	*20%*	-	*33%*	*26%*	*28%*
			57%	*19%*	*29%*	*43%*	*6%*	*1%*	*4%*	*1%*	*9%*	-	*2%*	*5%*	*8%*
ANY NOT SATISFIED		40	22	11	12	19	4	*	2	1	7	-	-	3	2
		13%	*12%*	*14%*	*13%*	*13%*	*20%*	*30%*	*10%*	*13%*	*17%*	-	-	*17%*	*7%*
			55%	*29%*	*29%*	*47%*	*10%*	*1%*	*4%*	*2%*	*17%*	-	-	*8%*	*4%*
Mean Score		**3.242**	**3.251**	**3.077**	**3.245**	**3.201**	**2.919**	**3.101**	**3.235**	**3.009**	**2.990**	**-**	**3.331**	**3.196**	**3.343**
Standard Deviation		**1.071**	**1.083**	**1.016**	**1.080**	**1.054**	**1.017**	**-**	**1.130**	**1.091**	**1.022**	**-**	**0.522**	**1.055**	**0.919**
Error Variance		**0.004**	**0.006**	**0.011**	**0.012**	**0.007**	**0.041**	**-**	**0.067**	**0.132**	**0.022**	**-**	**0.045**	**0.059**	**0.029**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Audio description for those with any difficulty seeing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
		Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base		320	119	125	214	228	22	24	183	190
Weighted Base		311	123	128	216	230	29**	28**	189	198
5 Very satisfied	(5)	54	26	23	41	45	9	7	34	37
		17%	*21%*	*18%*	*19%*	*19%*	*30%*	*23%*	*18%*	*19%*
			49%	*43%*	*76%*	*83%*	*16%*	*12%*	*63%*	*68%*
4	(4)	35	17	16	26	29	7	3	24	25
		11%	*14%*	*13%*	*12%*	*13%*	*24%*	*12%*	*13%*	*13%*
			48%	*46%*	*74%*	*83%*	*20%*	*10%*	*68%*	*73%*
3	(3)	182	69	71	125	132	11	12	107	111
		59%	*56%*	*56%*	*58%*	*57%*	*37%*	*41%*	*57%*	*56%*
			38%	*39%*	*69%*	*73%*	*6%*	*6%*	*59%*	*61%*
2	(2)	13	6	6	7	7	-	3	9	10
		4%	*5%*	*4%*	*3%*	*3%*	-	*9%*	*5%*	*5%*
			45%	*45%*	*58%*	*58%*	-	*20%*	*67%*	*78%*
1 Not at all satisfied	(1)	27	6	12	17	17	3	4	15	15
		9%	*5%*	*10%*	*8%*	*8%*	*9%*	*14%*	*8%*	*8%*
			21%	*45%*	*61%*	*63%*	*9%*	*15%*	*56%*	*56%*
SUMMARY CODES										
ANY SATISFIED		89	43	39	66	74	16	10	58	62
		29%	*35%*	*30%*	*31%*	*32%*	*54%*	*36%*	*31%*	*31%*
			48%	*44%*	*75%*	*83%*	*18%*	*11%*	*65%*	*70%*
ANY NOT SATISFIED		40	12	18	24	25	3	7	24	25
		13%	*9%*	*14%*	*11%*	*11%*	*9%*	*23%*	*13%*	*13%*
			29%	*45%*	*60%*	*62%*	*6%*	*16%*	*59%*	*63%*
Mean Score		**3.242**	**3.421**	**3.249**	**3.308**	**3.330**	**3.661**	**3.218**	**3.279**	**3.296**
Standard Deviation		**1.071**	**1.028**	**1.103**	**1.065**	**1.064**	**1.185**	**1.315**	**1.069**	**1.071**
Error Variance		**0.004**	**0.009**	**0.010**	**0.005**	**0.005**	**0.064**	**0.072**	**0.006**	**0.006**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Audio description for those with any difficulty seeing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
		Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base		320	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base		311	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
5 Very satisfied	(5)	54	44	5	41	7	47	5	54	-	51	1	53	-
		17%	*45%*	*11%*	*43%*	*16%*	*27%*	*17%*	*61%*	-	*56%*	*3%*	*36%*	-
			82%bde	*9%*	77%bde	*13%*	87%b	*10%*	100%hjk	-	94%hjk	*3%*	99%hj	-
4	(4)	35	27	2	23	1	25	-	35	-	25	-	26	-
		11%	*27%*	*4%*	*24%*	*3%*	*14%*	-	*39%*	-	*28%*	-	*18%*	-
			78%bde	*5%*	66%bd	*4%*	*73%*	-	100%hjk	-	73%hj	-	75%hj	-
3	(3)	182	21	8	24	13	87	9	-	-	13	6	56	5
		59%	*22%*	*19%*	*25%*	*28%*	*49%*	*30%*	-	-	*15%*	*13%*	*38%*	*19%*
			12%	*5%*	*13%*	*7%*	48%abcd	*5%*	-	-	7%gh	3%gh	31%ghij	*3%*
2	(2)	13	3	7	3	8	4	4	-	13	-	12	5	4
		4%	*3%*	*17%*	*4%*	*18%*	*2%*	*13%*	-	*32%*	-	*27%*	*3%*	*15%*
			25%	57%ace	*27%*	65%ace	*31%*	*31%*	-	100%gik	-	93%gik	*40%*	*29%*
1 Not at all satisfied	(1)	27	3	21	5	16	12	11	-	27	2	24	8	16
		9%	*3%*	*48%*	*5%*	*35%*	*7%*	*39%*	-	*68%*	*2%*	*56%*	*5%*	*66%*
			13%	75%ace	*19%*	59%ace	*45%*	*42%*	-	100%gik	*6%*	87%gik	*28%*	*58%*
SUMMARY CODES														
ANY SATISFIED		89	71	7	64	9	73	5	89	-	76	1	80	-
		29%	*72%*	*15%*	*66%*	*19%*	*41%*	*17%*	*100%*	-	*83%*	*3%*	*54%*	-
			80%bde	*7%*	72%bde	*10%*	82%bd	*6%*	100%hijk	-	86%hjk	*2%*	90%hj	-
ANY NOT SATISFIED		40	7	28	9	25	16	15	-	40	2	36	13	20
		13%	*7%*	*65%*	*9%*	*53%*	*9%*	*52%*	-	*100%*	*2%*	*83%*	*9%*	*81%*
			17%	69%ace	*22%*	61%ace	*40%*	*38%*	-	100%gijk	*4%*	89%gik	32%g	*49%*
Mean Score		**3.242**	**4.061bde**	**2.127**	**3.950bde**	**2.461**	**3.520bd**	**2.440**	**4.609hijk**	**1.316**	**4.354hjk**	**1.679h**	**3.759hj**	**1.534**
Standard Deviation		**1.071**	**1.055**	**1.369**	**1.146**	**1.413**	**1.122**	**1.463**	**0.491**	**0.471**	**0.869**	**0.957**	**1.133**	**0.811**
Error Variance		**0.004**	**0.012**	**0.044**	**0.014**	**0.043**	**0.007**	**0.067**	**0.003**	**0.005**	**0.009**	**0.021**	**0.009**	**0.022**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Signing for those with any difficulty hearing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
		Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base		320	135	185	71	118	131	177	143	246	74	245	32	32	11
Weighted Base		311	135	175	83*	137	91	177	133	246	64*	257	34**	16**	4**
5 Very satisfied	(5)	54	21	34	22	27	6	26	28	45	9	45	8	1	1
		17%	*15%*	*19%*	*27%*	*19%*	*6%*	*15%*	*21%*	*18%*	*15%*	*18%*	*22%*	*5%*	*14%*
			38%	*62%*	41%e	49%e	*10%*	*48%*	*52%*	*83%*	*17%*	*84%*	*14%*	*2%*	*1%*
4	(4)	37	14	23	12	17	8	22	15	28	9	33	1	3	*
		12%	*10%*	*13%*	*14%*	*12%*	*9%*	*12%*	*11%*	*11%*	*14%*	*13%*	*3%*	*17%*	*8%*
			38%	*62%*	*32%*	*46%*	*22%*	*59%*	*41%*	*75%*	*25%*	*89%*	*2%*	*7%*	*1%*
3	(3)	177	85	92	35	79	63	97	80	143	34	140	22	12	3
		57%	*63%*	*53%*	*43%*	*58%*	*69%*	*55%*	*60%*	*58%*	*53%*	*54%*	*65%*	*75%*	*72%*
			48%	*52%*	*20%*	*45%*	35%c	*55%*	*45%*	*81%*	*19%*	*79%*	*13%*	*7%*	*1%*
2	(2)	17	6	11	7	7	4	14	3	15	2	15	2	*	-
		6%	*5%*	*6%*	*8%*	*5%*	*4%*	*8%*	*2%*	*6%*	*3%*	*6%*	*6%*	*3%*	-
			37%	*63%*	*41%*	*38%*	*22%*	82%g	*18%*	*88%*	*12%*	*86%*	*11%*	*3%*	-
1 Not at all satisfied	(1)	26	10	16	7	8	11	18	7	16	10	24	2	-	*
		8%	*7%*	*9%*	*8%*	*6%*	*12%*	*10%*	*6%*	*6%*	*15%*	*9%*	*4%*	-	*6%*
			38%	*62%*	*26%*	*30%*	*44%*	*71%*	*29%*	*63%*	37%h	*93%*	*6%*	-	*1%*
SUMMARY CODES															
ANY SATISFIED		91	35	56	34	44	14	48	43	73	18	78	8	4	1
		29%	*26%*	*32%*	*41%*	*32%*	*15%*	*27%*	*32%*	*29%*	*29%*	*30%*	*25%*	*22%*	*22%*
			38%	*62%*	37%e	48%e	*15%*	*53%*	*47%*	*80%*	*20%*	*86%*	*9%*	*4%*	*1%*
ANY NOT SATISFIED		43	16	27	14	14	15	32	10	31	12	39	3	*	*
		14%	*12%*	*15%*	*16%*	*10%*	*16%*	*18%*	*8%*	*13%*	*18%*	*15%*	*10%*	*3%*	*6%*
			38%	*62%*	*32%*	*33%*	*35%*	76%g	*24%*	*73%*	*27%*	*90%*	*8%*	*1%*	*1%*
Mean Score		**3.248**	**3.218**	**3.271**	**3.429e**	**3.354e**	**2.923**	**3.134**	**3.399f**	**3.285**	**3.104**	**3.238**	**3.325**	**3.246**	**3.241**
Standard Deviation		**1.069**	**1.006**	**1.118**	**1.201**	**1.029**	**0.934**	**1.092**	**1.023**	**1.042**	**1.167**	**1.101**	**1.035**	**0.606**	**1.072**
Error Variance		**0.004**	**0.007**	**0.007**	**0.020**	**0.009**	**0.007**	**0.007**	**0.007**	**0.004**	**0.018**	**0.005**	**0.033**	**0.011**	**0.105**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Signing for those with any difficulty hearing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base		320	199	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base		311	178	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
5 Very satisfied	(5)	54	32	8	15	23	-	-	3	1	4	-	-	3	4
		17%	*18%*	*11%*	*17%*	*16%*	-	-	*19%*	*7%*	*10%*	-	-	*17%*	*16%*
			59%	*15%*	*27%*	*43%*	-	-	*5%*	*1%*	*8%*	-	-	*5%*	*8%*
4	(4)	37	16	11	7	15	4	-	2	-	6	-	1	-	3
		12%	*9%*	*14%*	*8%*	*10%*	*17%*	-	*14%*	-	*16%*	-	*18%*	-	*13%*
			45%	*31%*	*19%*	*40%*	*10%*	-	*6%*	-	*17%*	-	*3%*	-	*9%*
3	(3)	177	107	49	54	90	13	1	9	6	23	-	4	13	18
		57%	*60%*	*62%*	*62%*	*61%*	*63%*	*100%*	*60%*	*81%*	*58%*	-	*82%*	*72%*	*68%*
			60%	*28%*	*31%*	*51%*	*8%*	*1%*	*5%*	*4%*	*13%*	-	*2%*	*7%*	*10%*
2	(2)	17	8	3	5	6	1	-	*	-	2	-	-	2	-
		6%	*4%*	*4%*	*5%*	*4%*	*7%*	-	*3%*	-	*4%*	-	-	*12%*	-
			46%	*18%*	*28%*	*37%*	*8%*	-	*3%*	-	*9%*	-	-	*12%*	-
1 Not at all satisfied	(1)	26	15	8	8	12	3	-	1	1	5	-	-	-	1
		8%	*9%*	*10%*	*9%*	*8%*	*14%*	-	*4%*	*13%*	*12%*	-	-	-	*3%*
			60%	*30%*	*30%*	*48%*	*12%*	-	*2%*	*4%*	*18%*	-	-	-	*3%*
SUMMARY CODES															
ANY SATISFIED		91	48	20	22	38	4	-	5	1	10	-	1	3	8
		29%	*27%*	*25%*	*24%*	*26%*	*17%*	-	*33%*	*7%*	*26%*	-	*18%*	*17%*	*29%*
			53%	*22%*	*24%*	*42%*	*4%*	-	*5%*	*1%*	*12%*	-	*1%*	*3%*	*8%*
ANY NOT SATISFIED		43	23	11	12	19	4	-	1	1	6	-	-	2	1
		14%	*13%*	*13%*	*14%*	*13%*	*21%*	-	*7%*	*13%*	*16%*	-	-	*12%*	*3%*
			54%	*25%*	*29%*	*44%*	*10%*	-	*2%*	*2%*	*15%*	-	-	*5%*	*2%*
Mean Score		**3.248**	**3.235**	**3.123**	**3.187**	**3.205**	**2.820**	**3.000**	**3.412**	**2.875**	**3.091**	**-**	**3.180**	**3.213**	**3.392**
Standard Deviation		**1.069**	**1.071**	**0.993**	**1.057**	**1.036**	**0.894**	**-**	**0.996**	**0.931**	**1.050**	**-**	**0.426**	**0.882**	**0.886**
Error Variance		**0.004**	**0.006**	**0.010**	**0.012**	**0.006**	**0.032**	**-**	**0.052**	**0.096**	**0.023**	**-**	**0.030**	**0.041**	**0.027**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Signing for those with any difficulty hearing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
		Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base		320	119	125	214	228	22	24	183	190
Weighted Base		311	123	128	216	230	29**	28**	189	198
5 Very satisfied	(5)	54	27	23	41	44	9	7	36	38
		17%	*22%*	*18%*	*19%*	*19%*	*30%*	*23%*	*19%*	*19%*
			49%	*42%*	*75%*	*82%*	*16%*	*12%*	*65%*	*71%*
4	(4)	37	15	14	26	31	7	3	25	27
		12%	*12%*	*11%*	*12%*	*13%*	*22%*	*11%*	*13%*	*14%*
			41%	*39%*	*71%*	*84%*	*18%*	*9%*	*68%*	*74%*
3	(3)	177	67	72	122	128	11	13	103	106
		57%	*54%*	*56%*	*56%*	*56%*	*39%*	*45%*	*55%*	*53%*
			38%	*41%*	*69%*	*72%*	*6%*	*7%*	*58%*	*60%*
2	(2)	17	6	5	11	11	1	3	12	13
		6%	*5%*	*4%*	*5%*	*5%*	*4%*	*9%*	*6%*	*7%*
			38%	*30%*	*61%*	*61%*	*7%*	*15%*	*67%*	*75%*
1 Not at all satisfied	(1)	26	8	14	17	17	1	3	14	14
		8%	*7%*	*11%*	*8%*	*7%*	*5%*	*12%*	*7%*	*7%*
			33%	*54%*	*66%*	*66%*	*5%*	*13%*	*55%*	*55%*
SUMMARY CODES										
ANY SATISFIED		91	42	37	67	75	15	10	60	66
		29%	*34%*	*29%*	*31%*	*33%*	*53%*	*35%*	*32%*	*33%*
			46%	*41%*	*73%*	*83%*	*17%*	*11%*	*66%*	*72%*
ANY NOT SATISFIED		43	15	19	27	27	3	6	26	27
		14%	*12%*	*15%*	*13%*	*12%*	*9%*	*20%*	*14%*	*14%*
			35%	*44%*	*64%*	*64%*	*6%*	*14%*	*60%*	*63%*
Mean Score		**3.248**	**3.365**	**3.211**	**3.293**	**3.328**	**3.691**	**3.262**	**3.298**	**3.317**
Standard Deviation		**1.069**	**1.092**	**1.118**	**1.073**	**1.067**	**1.104**	**1.259**	**1.076**	**1.079**
Error Variance		**0.004**	**0.010**	**0.010**	**0.005**	**0.005**	**0.055**	**0.066**	**0.006**	**0.006**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Signing for those with any difficulty hearing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
		Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base		320	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base		311	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
5 Very satisfied	(5)	54	45	5	40	8	47	5	49	1	54	-	53	-
		17%	*45%*	*12%*	*41%*	*17%*	*27%*	*17%*	*56%*	*2%*	*60%*	-	*36%*	-
			83%bde	*9%*	74%bde	*15%*	*87%*	*9%*	91%hjk	*2%*	100%hjk	-	98%hj	-
4	(4)	37	22	1	27	1	30	1	27	1	37	-	28	1
		12%	*22%*	*3%*	*28%*	*2%*	*17%*	*2%*	*30%*	*2%*	*40%*	-	*19%*	*2%*
			59%bd	*3%*	74%bd	*3%*	83%bd	*2%*	73%hj	*2%*	100%hjk	-	77%hj	*2%*
3	(3)	177	24	12	22	8	79	8	11	3	-	-	53	4
		57%	*24%*	*27%*	*23%*	*18%*	*45%*	*27%*	*13%*	*7%*	-	-	*35%*	*17%*
			13%	*7%*	*13%*	*5%*	45%abcd	*5%*	6%ij	2%i	-	-	30%ghij	*2%*
2	(2)	17	3	7	3	11	8	4	1	11	-	17	7	5
		6%	*3%*	*17%*	*3%*	*24%*	*5%*	*14%*	*1%*	*27%*	-	*40%*	*5%*	*22%*
			20%	42%ace	*18%*	64%ace	*46%*	*24%*	*4%*	62%gik	-	100%gik	*39%*	*31%*
1 Not at all satisfied	(1)	26	5	17	4	18	11	12	1	25	-	26	8	14
		8%	*6%*	*41%*	*4%*	*39%*	*6%*	*40%*	*1%*	*62%*	-	*60%*	*5%*	*58%*
			21%	68%ace	*15%*	70%ace	*42%*	*46%*	*3%*	97%gik	-	100%gik	31%i	*56%*
SUMMARY CODES														
ANY SATISFIED		91	67	6	67	9	78	6	76	2	91	-	82	1
		29%	*67%*	*15%*	*70%*	*19%*	*44%*	*19%*	*86%*	*4%*	*100%*	-	*55%*	*2%*
			73%bde	*7%*	74%bde	*10%*	86%bd	*6%*	83%hjk	*2%*	100%ghjk	-	90%hj	*1%*
ANY NOT SATISFIED		43	9	24	7	29	19	16	1	36	-	43	15	20
		14%	*9%*	*58%*	*7%*	*62%*	*11%*	*54%*	*2%*	*89%*	-	*100%*	*10%*	*80%*
			21%	57%ace	*16%*	67%ace	*44%*	*37%*	*3%*	83%gik	-	100%ghik	34%gi	*46%*
Mean Score		**3.248**	**3.978bde**	**2.286**	**3.999bde**	**2.355**	**3.546bd**	**2.436**	**4.387hjk**	**1.560**	**4.596hjk**	**1.403**	**3.757hj**	**1.637**
Standard Deviation		**1.069**	**1.156**	**1.359**	**1.070**	**1.456**	**1.118**	**1.481**	**0.803**	**0.897**	**0.493**	**0.496**	**1.148**	**0.864**
Error Variance		**0.004**	**0.014**	**0.043**	**0.012**	**0.046**	**0.007**	**0.069**	**0.008**	**0.019**	**0.003**	**0.006**	**0.009**	**0.025**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Subtitles for those with any difficulty hearing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
		Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base		320	135	185	71	118	131	177	143	246	74	245	32	32	11
Weighted Base		311	135	175	83*	137	91	177	133	246	64*	257	34**	16**	4**
5 Very satisfied	(5)	99	47	52	42	43	14	55	44	75	24	85	10	4	1
		32%	*35%*	*30%*	*50%*	*32%*	*16%*	*31%*	*33%*	*30%*	*38%*	*33%*	*28%*	*25%*	*25%*
			48%	*52%*	42%de	44%e	*14%*	*56%*	*44%*	*76%*	*24%*	*85%*	*10%*	*4%*	*1%*
4	(4)	49	21	29	17	23	10	26	23	38	11	39	7	3	1
		16%	*15%*	*16%*	*20%*	*16%*	*11%*	*15%*	*17%*	*16%*	*18%*	*15%*	*20%*	*21%*	*14%*
			42%	*58%*	*34%*	*46%*	*21%*	*53%*	*47%*	*77%*	*23%*	*78%*	*14%*	*7%*	*1%*
3	(3)	138	60	78	21	64	53	79	58	115	22	113	14	8	2
		44%	*44%*	*44%*	*26%*	*47%*	*58%*	*45%*	*44%*	*47%*	*34%*	*44%*	*42%*	*46%*	*61%*
			43%	*57%*	*15%*	46%c	38%c	*58%*	*42%*	*84%*	*16%*	*82%*	*10%*	*5%*	*2%*
2	(2)	8	2	6	1	3	4	5	3	6	3	5	2	1	-
		3%	*2%*	*4%*	*2%*	*2%*	*5%*	*3%*	*2%*	*2%*	*4%*	*2%*	*5%*	*8%*	-
			25%	*75%*	*16%*	*32%*	*52%*	*66%*	*34%*	*70%*	*30%*	*64%*	*20%*	*16%*	-
1 Not at all satisfied	(1)	16	5	11	2	5	10	11	5	12	4	15	2	-	-
		5%	*4%*	*6%*	*2%*	*3%*	*11%*	*6%*	*4%*	*5%*	*7%*	*6%*	*4%*	-	-
			33%	*67%*	*12%*	*28%*	60%cd	*70%*	*30%*	*73%*	*27%*	*91%*	*9%*	-	-
SUMMARY CODES															
ANY SATISFIED		149	68	81	58	66	25	81	67	113	35	123	17	7	1
		48%	*50%*	*46%*	*70%*	*48%*	*27%*	*46%*	*51%*	*46%*	*55%*	*48%*	*48%*	*46%*	*39%*
			46%	*54%*	39%de	44%e	*17%*	*55%*	*45%*	*76%*	*24%*	*83%*	*11%*	*5%*	*1%*
ANY NOT SATISFIED		24	7	17	3	7	14	17	8	18	7	20	3	1	-
		8%	*5%*	*10%*	*4%*	*5%*	*15%*	*9%*	*6%*	*7%*	*11%*	*8%*	*9%*	*8%*	-
			30%	*70%*	*14%*	*29%*	57%cd	*69%*	*31%*	*72%*	*28%*	*82%*	*13%*	*5%*	-
Mean Score		**3.668**	**3.760**	**3.596**	**4.143d**	**3.713e**	**3.169**	**3.610**	**3.744**	**3.645**	**3.754**	**3.676**	**3.629**	**3.624**	**3.637**
Standard Deviation		**1.108**	**1.075**	**1.131**	**1.015**	**1.040**	**1.092**	**1.145**	**1.057**	**1.085**	**1.199**	**1.125**	**1.093**	**0.974**	**0.999**
Error Variance		**0.004**	**0.009**	**0.007**	**0.015**	**0.009**	**0.009**	**0.007**	**0.008**	**0.005**	**0.019**	**0.005**	**0.037**	**0.030**	**0.091**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Subtitles for those with any difficulty hearing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base		320	199	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base		311	178	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
5 Very satisfied	(5)	99	46	17	19	32	4	-	4	1	9	-	-	2	7
		32%	*26%*	*21%*	*21%*	*22%*	*18%*	-	*30%*	*19%*	*23%*	-	-	*11%*	*25%*
			47%	*17%*	*19%*	*32%*	*4%*	-	*5%*	*1%*	*9%*	-	-	*2%*	*7%*
4	(4)	49	27	15	12	22	5	1	1	3	7	-	2	2	3
		16%	*15%*	*19%*	*14%*	*15%*	*26%*	*70%*	*8%*	*35%*	*17%*	-	*33%*	*11%*	*13%*
			54%	*30%*	*25%*	*44%*	*11%*	*2%*	*3%*	*6%*	*14%*	-	*4%*	*4%*	*7%*
3	(3)	138	86	38	46	76	8	*	8	3	18	-	4	13	13
		44%	*48%*	*48%*	*52%*	*52%*	*39%*	*30%*	*54%*	*33%*	*45%*	-	*67%*	*74%*	*50%*
			63%	*28%*	*33%*	*55%*	*6%*	*	*6%*	*2%*	*13%*	-	*3%*	*9%*	*10%*
2	(2)	8	6	2	5	6	1	-	*	-	1	-	-	1	2
		3%	*3%*	*3%*	*6%*	*4%*	*7%*	-	*3%*	-	*2%*	-	-	*4%*	*7%*
			75%	*28%*	*60%*	*71%*	*17%*	-	*5%*	-	*11%*	-	-	*8%*	*23%*
1 Not at all satisfied	(1)	16	13	7	6	11	2	-	1	1	5	-	-	-	1
		5%	*7%*	*9%*	*7%*	*8%*	*11%*	-	*4%*	*13%*	*13%*	-	-	-	*5%*
			79%	*46%*	*40%*	*71%*	*14%*	-	*4%*	*6%*	*31%*	-	-	-	*8%*
SUMMARY CODES															
ANY SATISFIED		149	73	32	31	53	9	1	6	4	16	-	2	4	10
		48%	*41%*	*40%*	*35%*	*36%*	*44%*	*70%*	*39%*	*54%*	*40%*	-	*33%*	*22%*	*38%*
			49%	*21%*	*21%*	*36%*	*6%*	*1%*	*4%*	*3%*	*11%*	-	*1%*	*3%*	*7%*
ANY NOT SATISFIED		24	19	10	11	17	4	-	1	1	6	-	-	1	3
		8%	*11%*	*12%*	*13%*	*12%*	*17%*	-	*7%*	*13%*	*15%*	-	-	*4%*	*12%*
			78%	*40%*	*47%*	*71%*	*15%*	-	*4%*	*4%*	*24%*	-	-	*3%*	*13%*
Mean Score		**3.668**	**3.493**	**3.397**	**3.365**	**3.385**	**3.343**	**3.700**	**3.581**	**3.470**	**3.350**	**-**	**3.331**	**3.285**	**3.455**
Standard Deviation		**1.108**	**1.130**	**1.136**	**1.103**	**1.107**	**1.199**	**-**	**1.112**	**1.262**	**1.231**	**-**	**0.522**	**0.724**	**1.115**
Error Variance		**0.004**	**0.006**	**0.014**	**0.013**	**0.007**	**0.057**	**-**	**0.065**	**0.177**	**0.032**	**-**	**0.045**	**0.028**	**0.043**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Subtitles for those with any difficulty hearing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
		Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base		320	119	125	214	228	22	24	183	190
Weighted Base		311	123	128	216	230	29**	28**	189	198
5 Very satisfied	(5)	99	48	44	80	84	10	8	73	76
		32%	*39%*	*34%*	*37%*	*36%*	*34%*	*27%*	*39%*	*38%*
			49%	*44%*	*81%*	*85%*	*10%*	*8%*	*74%*	*77%*
4	(4)	49	20	22	41	44	5	5	38	39
		16%	*16%*	*17%*	*19%*	*19%*	*18%*	*19%*	*20%*	*20%*
			41%	*44%*	*82%*	*89%*	*10%*	*11%*	*77%*	*80%*
3	(3)	138	48	55	84	91	13	12	69	75
		44%	*39%*	*43%*	*39%*	*40%*	*45%*	*41%*	*37%*	*38%*
			35%	*40%*	*61%*	*66%*	*9%*	*9%*	*50%*	*54%*
2	(2)	8	2	2	4	4	-	1	2	2
		3%	*2%*	*2%*	*2%*	*2%*	-	*4%*	*1%*	*1%*
			25%	*29%*	*45%*	*45%*	-	*14%*	*29%*	*29%*
1 Not at all satisfied	(1)	16	5	6	7	7	1	2	6	6
		5%	*4%*	*4%*	*3%*	*3%*	*4%*	*8%*	*3%*	*3%*
			28%	*35%*	*43%*	*46%*	*8%*	*14%*	*36%*	*36%*
SUMMARY CODES										
ANY SATISFIED		149	69	65	121	128	15	13	111	116
		48%	*56%*	*51%*	*56%*	*56%*	*51%*	*46%*	*59%*	*58%*
			46%	*44%*	*81%*	*86%*	*10%*	*9%*	*75%*	*78%*
ANY NOT SATISFIED		24	7	8	11	11	1	3	8	8
		8%	*5%*	*6%*	*5%*	*5%*	*4%*	*12%*	*4%*	*4%*
			27%	*33%*	*44%*	*46%*	*5%*	*14%*	*34%*	*34%*
Mean Score		**3.668**	**3.859**	**3.742**	**3.850**	**3.838**	**3.764**	**3.530**	**3.903**	**3.895**
Standard Deviation		**1.108**	**1.083**	**1.086**	**1.050**	**1.047**	**1.069**	**1.188**	**1.040**	**1.034**
Error Variance		**0.004**	**0.010**	**0.009**	**0.005**	**0.005**	**0.052**	**0.059**	**0.006**	**0.006**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Subtitles for those with any difficulty hearing
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

			Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
		Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base		320	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base		311	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
5 Very satisfied	(5)	99	52	12	46	18	88	5	55	8	55	10	99	-
		32%	*52%*	*29%*	*47%*	*40%*	*50%*	*17%*	*61%*	*20%*	*60%*	*24%*	*67%*	-
			52%b	*12%*	*46%*	*19%*	88%b	*5%*	55%hj	*8%*	55%hj	*10%*	100%hj	-
4	(4)	49	26	3	31	4	42	*	25	5	27	4	49	-
		16%	*26%*	*6%*	*32%*	*9%*	*24%*	*1%*	*28%*	*11%*	*29%*	*10%*	*33%*	-
			53%bd	*6%*	62%bd	*8%*	85%bd	*	51%hj	*9%*	54%hj	*9%*	100%hj	-
3	(3)	138	19	13	15	9	43	7	9	8	9	9	-	-
		44%	*19%*	*30%*	*16%*	*20%*	*24%*	*24%*	*10%*	*19%*	*10%*	*20%*	-	-
			14%	*9%*	*11%*	*7%*	*31%*	*5%*	7%k	6%k	6%k	6%k	-	-
2	(2)	8	1	4	3	4	1	6	-	5	1	5	-	8
		3%	*1%*	*9%*	*3%*	*9%*	*1%*	*22%*	-	*12%*	*1%*	*12%*	-	*34%*
			12%	45%ae	*30%*	50%ae	*12%*	*76%*	-	57%gik	*7%*	62%gik	-	*100%*
1 Not at all satisfied	(1)	16	1	11	2	10	2	11	-	15	-	14	-	16
		5%	*1%*	*25%*	*3%*	*23%*	*1%*	*36%*	-	*37%*	-	*34%*	-	*66%*
			8%	67%ace	*15%*	65%ace	*13%*	*67%*	-	93%gik	-	90%gik	-	*100%*
SUMMARY CODES														
ANY SATISFIED		149	78	15	76	23	130	5	80	13	82	15	149	-
		48%	*79%*	*36%*	*79%*	*49%*	*74%*	*18%*	*90%*	*32%*	*90%*	*34%*	*100%*	-
			53%bd	*10%*	51%bd	*15%*	87%bd	*4%*	54%hj	*9%*	55%hj	*10%*	100%ghij	-
ANY NOT SATISFIED		24	2	14	5	15	3	17	-	20	1	20	-	24
		8%	*2%*	*34%*	*5%*	*32%*	*2%*	*58%*	-	*49%*	*1%*	*46%*	-	*100%*
			9%	59%ace	*21%*	60%ace	*12%*	*70%*	-	81%gik	*2%*	80%gik	-	*100%*
Mean Score		**3.668**	**4.272bd**	**3.056**	**4.185bd**	**3.347**	**4.208bd**	**2.413**	**4.512hj**	**2.651**	**4.491hj**	**2.787**	**4.667hij**	**1.341**
Standard Deviation		**1.108**	**0.895**	**1.542**	**0.970**	**1.617**	**0.911**	**1.450**	**0.679**	**1.573**	**0.699**	**1.596**	**0.473**	**0.484**
Error Variance		**0.004**	**0.008**	**0.055**	**0.010**	**0.057**	**0.005**	**0.066**	**0.006**	**0.059**	**0.006**	**0.059**	**0.002**	**0.008**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)?
Base: All with any hearing\visual impairment

		Audio description for those with any difficulty seeing	Signing for those with any difficulty hearing	Subtitles for those with any difficulty hearing
Unweighted Base		167	167	167
Weighted Base		147	147	147
5 Very satisfied	(5)	24 *16%*	23 *16%*	32 *22%*
4	(4)	14 *10%*	15 *10%*	22 *15%*
3	(3)	90 *61%*	90 *61%*	76 *52%*
2	(2)	6 *4%*	6 *4%*	6 *4%*
1 Not at all satisfied	(1)	13 *9%*	12 *8%*	11 *8%*
SUMMARY CODES				
ANY SATISFIED		38 *26%*	38 *26%*	53 *36%*
ANY NOT SATISFIED		19 *13%*	19 *13%*	17 *12%*
Mean Score		**3.201**	**3.205**	**3.385**
Standard Deviation		**1.054**	**1.036**	**1.107**
Error Variance		**0.007**	**0.006**	**0.007**

KANTAR MEDIA

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Audio description for those with any difficulty seeing
Base: All with any hearing\visual impairment

			GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
		Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base		167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base		147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
5 Very satisfied	(5)	24	6	18	10	11	3	8	16	16	8	18	5	-	1
		16%	*9%*	*21%*	*39%*	*20%*	*5%*	*13%*	*18%*	*15%*	*21%*	*16%*	*25%*	-	*20%*
			24%	*76%*	*41%*	*44%e*	*14%*	*33%*	*67%*	*67%*	*33%*	*75%*	*22%*	-	*2%*
4	(4)	14	8	6	3	6	5	6	9	12	3	12	1	1	*
		10%	*14%*	*7%*	*11%*	*11%*	*8%*	*10%*	*10%*	*11%*	*7%*	*10%*	*5%*	*15%*	*13%*
			58%	*42%*	*20%*	*43%*	*37%*	*40%*	*60%*	*82%*	*18%*	*81%*	*7%*	*10%*	*2%*
3	(3)	90	42	48	13	31	46	36	53	67	23	68	12	8	1
		61%	*69%*	*56%*	*50%*	*57%*	*69%*	*62%*	*61%*	*61%*	*61%*	*60%*	*59%*	*85%*	*44%*
			46%	*54%*	*14%*	*34%*	*52%*	*41%*	*59%*	*74%*	*26%*	*76%*	*14%*	*9%*	*1%*
2	(2)	6	2	4	-	2	4	2	4	6	-	5	1	-	*
		4%	*3%*	*5%*	-	*4%*	*5%*	*3%*	*4%*	*5%*	-	*4%*	*3%*	-	*9%*
			29%	*71%*	-	*39%*	*61%*	*35%*	*65%*	*100%*	-	*84%*	*12%*	-	*4%*
1 Not at all satisfied	(1)	13	3	10	-	4	9	7	6	9	4	11	2	-	*
		9%	*5%*	*12%*	-	*8%*	*13%*	*12%*	*7%*	*8%*	*12%*	*10%*	*7%*	-	*13%*
			24%	*76%*	-	*32%*	*68%*	*54%*	*46%*	*67%*	*33%*	*86%*	*11%*	-	*3%*
SUMMARY CODES															
ANY SATISFIED		38	14	24	13	17	9	14	24	28	10	29	6	1	1
		26%	*23%*	*28%*	*50%*	*31%*	*13%*	*23%*	*28%*	*25%*	*27%*	*26%*	*30%*	*15%*	*33%*
			36%	*64%*	*33%*	*44%e*	*23%*	*36%*	*64%*	*73%*	*27%*	*77%*	*16%*	*4%*	*2%*
ANY NOT SATISFIED		19	5	14	-	6	13	9	10	15	4	16	2	-	1
		13%	*8%*	*16%*	-	*12%*	*19%*	*16%*	*11%*	*13%*	*12%*	*14%*	*11%*	-	*22%*
			25%	*75%*	-	*34%*	*66%*	*48%*	*52%*	*77%*	*23%*	*85%*	*12%*	-	*3%*
Mean Score		**3.201**	**3.191**	**3.208**	**3.889**	**3.308e**	**2.860**	**3.085**	**3.281**	**3.185**	**3.248**	**3.174**	**3.375**	**3.152**	**3.183**
Standard Deviation		**1.054**	**0.848**	**1.181**	**0.955**	**1.085**	**0.926**	**1.074**	**1.039**	**1.023**	**1.154**	**1.075**	**1.143**	**0.378**	**1.574**
Error Variance		**0.007**	**0.010**	**0.014**	**0.043**	**0.025**	**0.009**	**0.016**	**0.011**	**0.009**	**0.030**	**0.010**	**0.065**	**0.007**	**0.310**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Audio description for those with any difficulty seeing
Base: All with any hearing\visual impairment

			Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base		167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base		147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
5 Very satisfied	(5)	24	24	9	15	24	1	-	3	1	4	-	-	3	4
		16%	*16%*	*11%*	*17%*	*16%*	*3%*	-	*19%*	*13%*	*9%*	-	-	*17%*	*16%*
			100%	*38%*	*65%*	*100%*	*3%*	-	*12%*	*4%*	*15%*	-	-	*12%*	*18%*
4	(4)	14	14	8	10	14	4	1	1	-	4	-	2	2	3
		10%	*10%*	*10%*	*12%*	*10%*	*21%*	*70%*	*7%*	-	*11%*	-	*33%*	*9%*	*11%*
			100%	*58%*	*72%*	*100%*	*30%*	*6%*	*7%*	-	*30%*	-	*12%*	*11%*	*21%*
3	(3)	90	90	51	51	90	12	-	9	6	25	-	4	10	17
		61%	*61%*	*64%*	*58%*	*61%*	*56%*	-	*64%*	*74%*	*63%*	-	*67%*	*57%*	*66%*
			100%	*57%*	*57%*	*100%*	*13%*	-	*11%*	*6%*	*28%*	-	*4%*	*11%*	*19%*
2	(2)	6	6	3	4	6	1	-	-	-	2	-	-	2	1
		4%	*4%*	*4%*	*4%*	*4%*	*5%*	-	-	-	*5%*	-	-	*12%*	*4%*
			100%	*49%*	*68%*	*100%*	*17%*	-	-	-	*32%*	-	-	*35%*	*16%*
1 Not at all satisfied	(1)	13	13	9	8	13	3	*	2	1	5	-	-	1	1
		9%	*9%*	*11%*	*9%*	*9%*	*15%*	*30%*	*10%*	*13%*	*13%*	-	-	*5%*	*3%*
			100%	*65%*	*59%*	*100%*	*25%*	*3%*	*12%*	*8%*	*38%*	-	-	*7%*	*6%*
SUMMARY CODES															
ANY SATISFIED		38	38	17	26	38	5	1	4	1	8	-	2	5	7
		26%	*26%*	*22%*	*29%*	*26%*	*24%*	*70%*	*26%*	*13%*	*20%*	-	*33%*	*26%*	*28%*
			100%	*45%*	*68%*	*100%*	*13%*	*2%*	*10%*	*3%*	*21%*	-	*5%*	*12%*	*19%*
ANY NOT SATISFIED		19	19	11	12	19	4	*	2	1	7	-	-	3	2
		13%	*13%*	*14%*	*13%*	*13%*	*20%*	*30%*	*10%*	*13%*	*17%*	-	-	*17%*	*7%*
			100%	*60%*	*62%*	*100%*	*22%*	*2%*	*8%*	*5%*	*36%*	-	-	*16%*	*9%*
Mean Score		**3.201**	**3.201**	**3.077**	**3.245**	**3.201**	**2.919**	**3.101**	**3.235**	**3.009**	**2.990**	**-**	**3.331**	**3.196**	**3.343**
Standard Deviation		**1.054**	**1.054**	**1.016**	**1.080**	**1.054**	**1.017**	**-**	**1.130**	**1.091**	**1.022**	**-**	**0.522**	**1.055**	**0.919**
Error Variance		**0.007**	**0.007**	**0.011**	**0.012**	**0.007**	**0.041**	**-**	**0.067**	**0.132**	**0.022**	**-**	**0.045**	**0.059**	**0.029**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Audio description for those with any difficulty seeing
Base: All with any hearing\visual impairment

			Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
		Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base		167	39	44	83	87	2	2	35	37
Weighted Base		147	34*	40*	76*	79*	3**	2**	32**	35*
5 Very satisfied	(5)	24	8	8	17	17	-	-	7	7
		16%	*25%*	*19%*	*22%*	*21%*	-	-	*21%*	*19%*
			35%	*32%*	*72%*	*72%*	-	-	*28%*	*28%*
4	(4)	14	2	5	9	9	3	-	3	5
		10%	*7%*	*13%*	*11%*	*11%*	*100%*	-	*10%*	*14%*
			16%	*37%*	*59%*	*59%*	*24%*	-	*23%*	*34%*
3	(3)	90	18	23	44	46	-	-	19	19
		61%	*55%*	*58%*	*58%*	*58%*	-	-	*60%*	*55%*
			20%	*26%*	*49%*	*52%*	-	-	*21%*	*21%*
2	(2)	6	1	1	3	3	-	1	2	3
		4%	*4%*	*3%*	*4%*	*4%*	-	*66%*	*5%*	*9%*
			23%	*23%*	*52%*	*52%*	-	*23%*	*29%*	*52%*
1 Not at all satisfied	(1)	13	3	3	4	4	-	1	1	1
		9%	*10%*	*7%*	*5%*	*6%*	-	*34%*	*3%*	*3%*
			25%	*20%*	*29%*	*33%*	-	*5%*	*8%*	*8%*
SUMMARY CODES										
ANY SATISFIED		38	11	13	25	25	3	-	10	12
		26%	*31%*	*32%*	*33%*	*32%*	*100%*	-	*31%*	*33%*
			28%	*34%*	*67%*	*67%*	*9%*	-	*26%*	*30%*
ANY NOT SATISFIED		19	5	4	7	7	-	2	3	4
		13%	*14%*	*10%*	*9%*	*9%*	-	*100%*	*9%*	*12%*
			24%	*21%*	*36%*	*39%*	-	*11%*	*14%*	*21%*
Mean Score		**3.201**	**3.326**	**3.337**	**3.418**	**3.388**	**4.000**	**1.664**	**3.406**	**3.379**
Standard Deviation		**1.054**	**1.195**	**1.048**	**1.040**	**1.044**	**0.000**	**0.658**	**0.999**	**1.003**
Error Variance		**0.007**	**0.037**	**0.025**	**0.013**	**0.013**	**0.000**	**0.217**	**0.028**	**0.027**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Audio description for those with any difficulty seeing
Base: All with any hearing\visual impairment

			Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
		Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base		167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base		147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
5 Very satisfied	(5)	24	21	1	18	3	21	2	24	-	23	1	23	-
		16%	*46%*	*3%*	*40%*	*15%*	*37%*	*9%*	*62%*	-	*59%*	*4%*	*43%*	-
			87%	*2%*	*75%*	*11%*	*89%*	*8%*	*100%*	-	*95%*	*3%*	*98%*	-
4	(4)	14	11	1	12	1	9	-	14	-	9	-	11	-
		10%	*25%*	*5%*	*26%*	*3%*	*16%*	-	*38%*	-	*24%*	-	*21%*	-
			79%	*7%*	*83%*	*4%*	*62%*	-	*100%*	-	*63%*	-	*80%*	-
3	(3)	90	10	3	11	3	23	9	-	-	6	2	16	3
		61%	*23%*	*17%*	*25%*	*16%*	*40%*	*40%*	-	-	*17%*	*10%*	*30%*	*16%*
			12%	*3%*	*13%*	*3%*	*25%*	*10%*	-	-	7%g	*2%*	18%g	*3%*
2	(2)	6	-	5	1	4	1	3	-	6	-	5	2	3
		4%	-	*26%*	*2%*	*24%*	*1%*	*13%*	-	*31%*	-	*26%*	*4%*	*15%*
			-	*80%*	*13%*	*71%*	*13%*	*48%*	-	*100%*	-	*84%*	*32%*	*44%*
1 Not at all satisfied	(1)	13	2	9	3	8	4	8	-	13	-	11	1	12
		9%	*5%*	*49%*	*7%*	*43%*	*6%*	*38%*	-	*69%*	-	*61%*	*2%*	*69%*
			17%	*66%*	*24%*	*57%*	*27%*	*61%*	-	*100%*	-	*86%*	*7%*	*90%*
SUMMARY CODES														
ANY SATISFIED		38	32	1	30	3	30	2	38	-	32	1	35	-
		26%	*72%*	*8%*	*66%*	*18%*	*53%*	*9%*	*100%*	-	*83%*	*4%*	*65%*	-
			84%	*4%*	*78%*	*8%*	*79%*	*5%*	100%ik	-	*83%*	*2%*	*91%*	-
ANY NOT SATISFIED		19	2	13	4	12	4	11	-	19	-	16	3	14
		13%	*5%*	*75%*	*9%*	*66%*	*8%*	*51%*	-	*100%*	-	*87%*	*5%*	*84%*
			12%	*71%*	*21%*	*61%*	*23%*	*57%*	-	*100%*	-	*85%*	*15%*	*76%*
Mean Score		**3.201**	**4.074**	**1.881**	**3.897**	**2.236**	**3.760**	**2.296**	**4.623k**	**1.306**	**4.424**	**1.601**	**4.010**	**1.478**
Standard Deviation		**1.054**	**1.083**	**1.089**	**1.174**	**1.451**	**1.162**	**1.253**	**0.491**	**0.474**	**0.773**	**0.961**	**1.027**	**0.784**
Error Variance		**0.007**	**0.026**	**0.054**	**0.029**	**0.100**	**0.021**	**0.063**	**0.007**	**0.009**	**0.016**	**0.040**	**0.019**	**0.028**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Signing for those with any difficulty hearing
Base: All with any hearing\visual impairment

			GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
		Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base		167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base		147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
5 Very satisfied	(5)	23	6	17	10	11	3	7	16	15	8	17	5	-	1
		16%	*10%*	*20%*	*39%*	*20%*	*4%*	*12%*	*18%*	*14%*	*21%*	*15%*	*25%*	-	*20%*
			27%	*73%*	*42%*	46%e	*12%*	*31%*	*69%*	*66%*	*34%*	*75%*	*23%*	-	*2%*
4	(4)	15	7	8	2	6	7	5	10	10	5	13	-	2	*
		10%	*11%*	*10%*	*8%*	*12%*	*10%*	*8%*	*11%*	*9%*	*12%*	*11%*	-	*16%*	*11%*
			44%	*56%*	*13%*	*43%*	*44%*	*33%*	*67%*	*70%*	*30%*	*88%*	-	*10%*	*2%*
3	(3)	90	42	48	12	33	45	37	54	70	20	67	13	8	2
		61%	*70%*	*55%*	*48%*	*61%*	*67%*	*62%*	*61%*	*64%*	*53%*	*59%*	*64%*	*80%*	*60%*
			47%	*53%*	*13%*	*36%*	*50%*	*41%*	*59%*	*78%*	*22%*	*75%*	*15%*	*9%*	*2%*
2	(2)	6	3	4	1	1	4	3	3	5	1	5	1	*	-
		4%	*4%*	*5%*	*5%*	*3%*	*6%*	*6%*	*3%*	*5%*	*4%*	*5%*	*3%*	*5%*	-
			39%	*61%*	*21%*	*21%*	*58%*	*53%*	*47%*	*79%*	*21%*	*82%*	*11%*	*7%*	-
1 Not at all satisfied	(1)	12	3	10	-	3	9	7	5	8	4	10	2	-	*
		8%	*4%*	*11%*	-	*5%*	*14%*	*12%*	*6%*	*8%*	*11%*	*9%*	*7%*	-	*9%*
			21%	*79%*	-	*24%*	*76%*	*59%*	*41%*	*67%*	*33%*	*86%*	*12%*	-	*2%*
SUMMARY CODES															
ANY SATISFIED		38	13	25	12	17	9	12	26	26	12	30	5	2	1
		26%	*21%*	*29%*	*47%*	*31%*	*14%*	*20%*	*30%*	*24%*	*33%*	*27%*	*25%*	*16%*	*31%*
			34%	*66%*	*31%*	45%e	*25%*	*32%*	*68%*	*68%*	*32%*	*80%*	*14%*	*4%*	*2%*
ANY NOT SATISFIED		19	5	14	1	4	13	11	8	13	5	16	2	*	*
		13%	*8%*	*16%*	*5%*	*8%*	*19%*	*18%*	*9%*	*12%*	*14%*	*14%*	*11%*	*5%*	*9%*
			27%	*73%*	*7%*	*23%*	*70%*	*57%*	*43%*	*71%*	*29%*	*85%*	*12%*	*2%*	*1%*
Mean Score		**3.205**	**3.188**	**3.217**	**3.802**	**3.377e**	**2.846**	**3.023**	**3.329**	**3.179**	**3.282**	**3.187**	**3.330**	**3.110**	**3.342**
Standard Deviation		**1.036**	**0.840**	**1.157**	**1.042**	**1.008**	**0.926**	**1.064**	**1.004**	**0.991**	**1.168**	**1.056**	**1.137**	**0.458**	**1.367**
Error Variance		**0.006**	**0.010**	**0.014**	**0.052**	**0.021**	**0.009**	**0.016**	**0.010**	**0.008**	**0.030**	**0.009**	**0.065**	**0.010**	**0.234**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Signing for those with any difficulty hearing
Base: All with any hearing\visual impairment

			Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base		167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base		147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
5 Very satisfied	(5)	23	23	8	15	23	-	-	3	1	4	-	-	3	4
		16%	*16%*	*11%*	*17%*	*16%*	-	-	*19%*	*7%*	*10%*	-	-	*17%*	*16%*
			100%	*36%*	*64%*	*100%*	-	-	*12%*	*2%*	*18%*	-	-	*13%*	*19%*
4	(4)	15	15	11	7	15	4	-	2	-	6	-	1	-	3
		10%	*10%*	*14%*	*8%*	*10%*	*17%*	-	*14%*	-	*16%*	-	*18%*	-	*13%*
			100%	*77%*	*47%*	*100%*	*24%*	-	*14%*	-	*42%*	-	*7%*	-	*23%*
3	(3)	90	90	49	54	90	13	1	9	6	23	-	4	13	18
		61%	*61%*	*62%*	*62%*	*61%*	*63%*	*100%*	*60%*	*81%*	*58%*	-	*82%*	*72%*	*68%*
			100%	*54%*	*60%*	*100%*	*15%*	*1%*	*10%*	*7%*	*26%*	-	*5%*	*14%*	*20%*
2	(2)	6	6	3	5	6	1	-	*	-	2	-	-	2	-
		4%	*4%*	*4%*	*5%*	*4%*	*7%*	-	*3%*	-	*4%*	-	-	*12%*	-
			100%	*47%*	*75%*	*100%*	*22%*	-	*7%*	-	*25%*	-	-	*32%*	-
1 Not at all satisfied	(1)	12	12	8	8	12	3	-	1	1	5	-	-	-	1
		8%	*8%*	*10%*	*9%*	*8%*	*14%*	-	*4%*	*13%*	*12%*	-	-	-	*3%*
			100%	*63%*	*62%*	*100%*	*24%*	-	*5%*	*8%*	*38%*	-	-	-	*7%*
SUMMARY CODES															
ANY SATISFIED		38	38	20	22	38	4	-	5	1	10	-	1	3	8
		26%	*26%*	*25%*	*24%*	*26%*	*17%*	-	*33%*	*7%*	*26%*	-	*18%*	*17%*	*29%*
			100%	*52%*	*57%*	*100%*	*9%*	-	*13%*	*1%*	*28%*	-	*3%*	*8%*	*20%*
ANY NOT SATISFIED		19	19	11	12	19	4	-	1	1	6	-	-	2	1
		13%	*13%*	*13%*	*14%*	*13%*	*21%*	-	*7%*	*13%*	*16%*	-	-	*12%*	*3%*
			100%	*57%*	*66%*	*100%*	*23%*	-	*6%*	*5%*	*34%*	-	-	*11%*	*4%*
Mean Score		**3.205**	**3.205**	**3.123**	**3.187**	**3.205**	**2.820**	**3.000**	**3.412**	**2.875**	**3.091**	**-**	**3.180**	**3.213**	**3.392**
Standard Deviation		**1.036**	**1.036**	**0.993**	**1.057**	**1.036**	**0.894**	**-**	**0.996**	**0.931**	**1.050**	**-**	**0.426**	**0.882**	**0.886**
Error Variance		**0.006**	**0.006**	**0.010**	**0.012**	**0.006**	**0.032**	**-**	**0.052**	**0.096**	**0.023**	**-**	**0.030**	**0.041**	**0.027**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Signing for those with any difficulty hearing
Base: All with any hearing\visual impairment

			Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
		Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base		167	39	44	83	87	2	2	35	37
Weighted Base		147	34*	40*	76*	79*	3**	2**	32**	35*
5 Very satisfied	(5)	23	8	8	18	18	-	-	7	7
		16%	*25%*	*19%*	*23%*	*22%*	-	-	*23%*	*21%*
			36%	*32%*	*76%*	*76%*	-	-	*31%*	*31%*
4	(4)	15	2	5	10	10	2	-	5	5
		10%	*7%*	*12%*	*13%*	*13%*	*52%*	-	*17%*	*15%*
			15%	*32%*	*67%*	*67%*	*12%*	-	*35%*	*35%*
3	(3)	90	19	24	42	45	2	-	18	19
		61%	*56%*	*59%*	*55%*	*56%*	*48%*	-	*56%*	*56%*
			21%	*26%*	*46%*	*50%*	*2%*	-	*20%*	*21%*
2	(2)	6	1	1	3	3	-	1	1	2
		4%	*4%*	*3%*	*5%*	*4%*	-	*66%*	*2%*	*6%*
			21%	*21%*	*53%*	*53%*	-	*21%*	*11%*	*33%*
1 Not at all satisfied	(1)	12	3	3	3	3	-	1	1	1
		8%	*8%*	*7%*	*5%*	*4%*	-	*34%*	*2%*	*2%*
			22%	*22%*	*28%*	*28%*	-	*6%*	*6%*	*6%*
SUMMARY CODES										
ANY SATISFIED		38	11	12	28	28	2	-	12	12
		26%	*31%*	*31%*	*36%*	*35%*	*52%*	-	*40%*	*36%*
			28%	*32%*	*73%*	*73%*	*5%*	-	*33%*	*33%*
ANY NOT SATISFIED		19	4	4	7	7	-	2	1	3
		13%	*12%*	*10%*	*9%*	*9%*	-	*100%*	*5%*	*8%*
			22%	*22%*	*37%*	*37%*	-	*11%*	*8%*	*15%*
Mean Score		**3.205**	**3.361**	**3.324**	**3.456**	**3.439**	**3.524**	**1.664**	**3.558**	**3.470**
Standard Deviation		**1.036**	**1.154**	**1.046**	**1.042**	**1.026**	**0.594**	**0.658**	**0.955**	**0.968**
Error Variance		**0.006**	**0.034**	**0.025**	**0.013**	**0.012**	**0.176**	**0.217**	**0.026**	**0.025**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Signing for those with any difficulty hearing
Base: All with any hearing\visual impairment

			Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
		Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base		167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base		147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
5 Very satisfied	(5)	23	21	-	18	1	21	2	23	-	23	-	23	-
		16%	*46%*	-	*40%*	*8%*	*37%*	*9%*	*59%*	-	*61%*	-	*43%*	-
			89%	-	*77%*	*6%*	*92%*	*8%*	*97%*	-	*100%*	-	*100%*	-
4	(4)	15	9	*	13	-	12	1	9	-	15	-	13	1
		10%	*19%*	*3%*	*29%*	-	*20%*	*3%*	*24%*	-	*39%*	-	*25%*	*3%*
			58%	*3%*	*89%*	-	*78%*	*4%*	*61%*	-	*100%*	-	*91%*	*4%*
3	(3)	90	13	6	11	2	20	8	6	3	-	-	14	2
		61%	*30%*	*32%*	*24%*	*12%*	*36%*	*36%*	*15%*	*15%*	-	-	*26%*	*14%*
			15%	*6%*	*12%*	*2%*	*23%*	*9%*	6%i	*3%*	-	-	15%i	*3%*
2	(2)	6	-	5	1	6	2	3	-	5	-	6	2	3
		4%	-	*26%*	*2%*	*33%*	*4%*	*14%*	-	*25%*	-	*35%*	*4%*	*17%*
			-	*72%*	*11%*	*89%*	*32%*	*47%*	-	*72%*	-	*100%*	*32%*	*47%*
1 Not at all satisfied	(1)	12	2	7	2	8	2	8	1	12	-	12	1	11
		8%	*5%*	*40%*	*5%*	*48%*	*3%*	*39%*	*2%*	*61%*	-	*65%*	*2%*	*65%*
			19%	*59%*	*19%*	*69%*	*14%*	*68%*	*6%*	*94%*	-	*100%*	*8%*	*92%*
SUMMARY CODES														
ANY SATISFIED		38	29	*	31	1	33	2	32	-	38	-	37	1
		26%	*65%*	*3%*	*69%*	*8%*	*58%*	*12%*	*83%*	-	*100%*	-	*68%*	*3%*
			77%	*1%*	*82%*	*4%*	*86%*	*7%*	*83%*	-	100%gk	-	*96%*	*1%*
ANY NOT SATISFIED		19	2	12	3	14	4	11	1	16	-	19	3	14
		13%	*5%*	*66%*	*7%*	*80%*	*7%*	*53%*	*2%*	*85%*	-	*100%*	*6%*	*83%*
			12%	*64%*	*16%*	*76%*	*20%*	*61%*	*4%*	*87%*	-	*100%*	*16%*	*77%*
Mean Score		**3.205**	**4.011**	**1.966**	**3.970**	**1.876**	**3.852**	**2.290**	**4.384**	**1.543**	**4.609k**	**1.345**	**4.042**	**1.553**
Standard Deviation		**1.036**	**1.114**	**0.929**	**1.088**	**1.173**	**1.067**	**1.282**	**0.884**	**0.759**	**0.495**	**0.489**	**1.009**	**0.875**
Error Variance		**0.006**	**0.028**	**0.039**	**0.025**	**0.065**	**0.018**	**0.066**	**0.021**	**0.024**	**0.007**	**0.010**	**0.019**	**0.035**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Subtitles for those with any difficulty hearing
Base: All with any hearing\visual impairment

			GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
		Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base		167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base		147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
5 Very satisfied	(5)	32	13	19	10	16	6	11	21	22	10	26	4	1	1
		22%	*21%*	*22%*	*39%*	*29%*	*9%*	*19%*	*23%*	*20%*	*27%*	*23%*	*19%*	*11%*	*20%*
			40%	*60%*	*31%*	*49%e*	*20%*	*35%*	*65%*	*68%*	*32%*	*82%*	*13%*	*3%*	*2%*
4	(4)	22	10	12	7	7	8	7	14	15	7	13	6	2	1
		15%	*16%*	*14%*	*29%*	*12%*	*12%*	*12%*	*16%*	*14%*	*18%*	*11%*	*29%*	*22%*	*20%*
			44%	*56%*	*34%*	*30%*	*36%*	*33%*	*67%*	*69%*	*31%*	*60%*	*28%*	*10%*	*2%*
3	(3)	76	33	43	7	28	41	31	45	60	16	60	9	6	2
		52%	*55%*	*50%*	*26%*	*52%*	*61%*	*52%*	*51%*	*55%*	*43%*	*53%*	*41%*	*57%*	*60%*
			44%	*56%*	*9%*	*37%*	*54%*	*41%*	*59%*	*79%*	*21%*	*79%*	*11%*	*7%*	*2%*
2	(2)	6	2	4	1	1	4	3	3	4	2	4	1	1	-
		4%	*3%*	*5%*	*5%*	*1%*	*6%*	*5%*	*3%*	*4%*	*4%*	*4%*	*3%*	*10%*	-
			30%	*70%*	*23%*	*9%*	*68%*	*51%*	*49%*	*74%*	*26%*	*71%*	*12%*	*17%*	-
1 Not at all satisfied	(1)	11	3	8	-	3	9	7	5	8	3	10	2	-	-
		8%	*5%*	*10%*	-	*5%*	*13%*	*11%*	*5%*	*8%*	*8%*	*9%*	*7%*	-	-
			27%	*73%*	-	*25%*	*75%*	*58%*	*42%*	*74%*	*26%*	*87%*	*13%*	-	-
SUMMARY CODES															
ANY SATISFIED		53	22	31	17	22	14	19	35	37	17	39	10	3	1
		36%	*37%*	*36%*	*68%*	*41%*	*21%*	*31%*	*40%*	*34%*	*45%*	*35%*	*48%*	*33%*	*40%*
			42%	*58%*	*32%*	*41%e*	*26%*	*35%*	*65%*	*68%*	*32%*	*73%*	*19%*	*6%*	*2%*
ANY NOT SATISFIED		17	5	12	1	3	13	10	8	13	5	14	2	1	-
		12%	*8%*	*14%*	*5%*	*6%*	*19%*	*16%*	*9%*	*12%*	*12%*	*12%*	*11%*	*10%*	-
			28%	*72%*	*8%*	*20%*	*73%*	*56%*	*44%*	*74%*	*26%*	*81%*	*13%*	*6%*	-
Mean Score		**3.385**	**3.446**	**3.343**	**4.026**	**3.585e**	**2.987**	**3.227**	**3.493**	**3.340**	**3.517**	**3.365**	**3.493**	**3.334**	**3.603**
Standard Deviation		**1.107**	**1.028**	**1.163**	**0.950**	**1.089**	**1.032**	**1.165**	**1.060**	**1.083**	**1.179**	**1.142**	**1.091**	**0.842**	**1.022**
Error Variance		**0.007**	**0.015**	**0.014**	**0.043**	**0.025**	**0.011**	**0.019**	**0.012**	**0.010**	**0.031**	**0.011**	**0.060**	**0.035**	**0.130**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Subtitles for those with any difficulty hearing
Base: All with any hearing\visual impairment

			Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base		167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base		147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
5 Very satisfied	(5)	32	32	17	19	32	4	-	4	1	9	-	-	2	7
		22%	*22%*	*21%*	*21%*	*22%*	*18%*	-	*30%*	*19%*	*23%*	-	-	*11%*	*25%*
			100%	*53%*	*59%*	*100%*	*12%*	-	*14%*	*5%*	*28%*	-	-	*6%*	*21%*
4	(4)	22	22	15	12	22	5	1	1	3	7	-	2	2	3
		15%	*15%*	*19%*	*14%*	*15%*	*26%*	*70%*	*8%*	*35%*	*17%*	-	*33%*	*11%*	*13%*
			100%	*68%*	*57%*	*100%*	*25%*	*4%*	*6%*	*13%*	*32%*	-	*8%*	*9%*	*16%*
3	(3)	76	76	38	46	76	8	*	8	3	18	-	4	13	13
		52%	*52%*	*48%*	*52%*	*52%*	*39%*	*30%*	*54%*	*33%*	*45%*	-	*67%*	*74%*	*50%*
			100%	*50%*	*61%*	*100%*	*11%*	*	*11%*	*3%*	*24%*	-	*5%*	*17%*	*17%*
2	(2)	6	6	2	5	6	1	-	*	-	1	-	-	1	2
		4%	*4%*	*3%*	*6%*	*4%*	*7%*	-	*3%*	-	*2%*	-	-	*4%*	*7%*
			100%	*39%*	*85%*	*100%*	*24%*	-	*8%*	-	*15%*	-	-	*12%*	*32%*
1 Not at all satisfied	(1)	11	11	7	6	11	2	-	1	1	5	-	-	-	1
		8%	*8%*	*9%*	*7%*	*8%*	*11%*	-	*4%*	*13%*	*13%*	-	-	-	*5%*
			100%	*64%*	*56%*	*100%*	*20%*	-	*5%*	*9%*	*44%*	-	-	-	*12%*
SUMMARY CODES															
ANY SATISFIED		53	53	32	31	53	9	1	6	4	16	-	2	4	10
		36%	*36%*	*40%*	*35%*	*36%*	*44%*	*70%*	*39%*	*54%*	*40%*	-	*33%*	*22%*	*38%*
			100%	*59%*	*58%*	*100%*	*17%*	*2%*	*11%*	*8%*	*30%*	-	*3%*	*7%*	*19%*
ANY NOT SATISFIED		17	17	10	11	17	4	-	1	1	6	-	-	1	3
		12%	*12%*	*12%*	*13%*	*12%*	*17%*	-	*7%*	*13%*	*15%*	-	-	*4%*	*12%*
			100%	*56%*	*66%*	*100%*	*21%*	-	*6%*	*6%*	*34%*	-	-	*4%*	*19%*
Mean Score		**3.385**	**3.385**	**3.397**	**3.365**	**3.385**	**3.343**	**3.700**	**3.581**	**3.470**	**3.350**	**-**	**3.331**	**3.285**	**3.455**
Standard Deviation		**1.107**	**1.107**	**1.136**	**1.103**	**1.107**	**1.199**	**-**	**1.112**	**1.262**	**1.231**	**-**	**0.522**	**0.724**	**1.115**
Error Variance		**0.007**	**0.007**	**0.014**	**0.013**	**0.007**	**0.057**	**-**	**0.065**	**0.177**	**0.032**	**-**	**0.045**	**0.028**	**0.043**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Subtitles for those with any difficulty hearing
Base: All with any hearing\visual impairment

			Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
		Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base		167	39	44	83	87	2	2	35	37
Weighted Base		147	34*	40*	76*	79*	3**	2**	32**	35*
5 Very satisfied	(5)	32	11	11	22	22	-	-	9	9
		22%	*32%*	*28%*	*29%*	*28%*	-	-	*28%*	*25%*
			34%	*35%*	*70%*	*70%*	-	-	*28%*	*28%*
4	(4)	22	4	4	16	16	2	-	12	12
		15%	*10%*	*9%*	*21%*	*21%*	*52%*	-	*37%*	*34%*
			16%	*17%*	*75%*	*75%*	*8%*	-	*54%*	*54%*
3	(3)	76	16	22	32	35	2	1	10	13
		52%	*48%*	*56%*	*43%*	*44%*	*48%*	*66%*	*31%*	*37%*
			21%	*29%*	*43%*	*46%*	*2%*	*2%*	*13%*	*17%*
2	(2)	6	-	-	1	1	-	-	-	-
		4%	-	-	*2%*	*2%*	-	-	-	-
			-	-	*23%*	*23%*	-	-	-	-
1 Not at all satisfied	(1)	11	3	3	4	5	-	1	1	1
		8%	*10%*	*7%*	*5%*	*6%*	-	*34%*	*4%*	*4%*
			29%	*24%*	*35%*	*40%*	-	*6%*	*11%*	*11%*
SUMMARY CODES										
ANY SATISFIED		53	14	15	38	38	2	-	20	20
		36%	*43%*	*37%*	*50%*	*49%*	*52%*	-	*65%*	*59%*
			27%	*28%*	*72%*	*72%*	*3%*	-	*38%*	*38%*
ANY NOT SATISFIED		17	3	3	5	6	-	1	1	1
		12%	*10%*	*7%*	*7%*	*7%*	-	*34%*	*4%*	*4%*
			19%	*16%*	*31%*	*34%*	-	*4%*	*7%*	*7%*
Mean Score		**3.385**	**3.552**	**3.521**	**3.675**	**3.634**	**3.524**	**2.329**	**3.848**	**3.774**
Standard Deviation		**1.107**	**1.235**	**1.117**	**1.080**	**1.091**	**0.594**	**1.316**	**0.973**	**0.959**
Error Variance		**0.007**	**0.039**	**0.028**	**0.014**	**0.014**	**0.176**	**0.866**	**0.027**	**0.025**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.13 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with availability of the following services through Video on Demand/Catch-up TV services (e.g. BBC iPlayer, Netflix)? - Subtitles for those with any difficulty hearing
Base: All with any hearing\visual impairment

			Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
		Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base		167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base		147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
5 Very satisfied	(5)	32	21	2	20	3	28	2	23	2	24	3	32	-
		22%	*47%*	*9%*	*45%*	*19%*	*50%*	*9%*	*60%*	*9%*	*62%*	*15%*	*59%*	-
			66%	*5%*	*63%*	*11%*	*89%*	*6%*	*71%*	*5%*	*74%*	*9%*	*100%*	-
4	(4)	22	14	1	17	1	15	*	12	1	13	*	22	-
		15%	*30%*	*5%*	*37%*	*4%*	*26%*	*1%*	*31%*	*6%*	*34%*	*1%*	*41%*	-
			63%	*4%*	*77%*	*3%*	*69%*	*1%*	*55%*	*5%*	*59%*	*1%*	*100%*	-
3	(3)	76	8	5	5	3	11	6	3	2	1	1	-	-
		52%	*17%*	*28%*	*12%*	*16%*	*20%*	*27%*	*9%*	*9%*	*2%*	*7%*	-	-
			10%	*7%*	*7%*	*4%*	*15%*	*8%*	5%k	*2%*	*1%*	*2%*	-	-
2	(2)	6	1	3	2	3	1	5	-	4	1	4	-	6
		4%	*2%*	*14%*	*3%*	*17%*	*2%*	*23%*	-	*19%*	*1%*	*22%*	-	*34%*
			17%	*44%*	*26%*	*51%*	*17%*	*83%*	-	*61%*	*9%*	*68%*	-	*100%*
1 Not at all satisfied	(1)	11	1	8	1	8	1	9	-	11	-	10	-	11
		8%	*3%*	*43%*	*3%*	*43%*	*2%*	*40%*	-	*57%*	-	*55%*	-	*66%*
			11%	*68%*	*11%*	*66%*	*11%*	*76%*	-	*95%*	-	*90%*	-	*100%*
SUMMARY CODES														
ANY SATISFIED		53	35	3	37	4	43	2	35	3	37	3	53	-
		36%	*77%*	*15%*	*82%*	*24%*	*76%*	*10%*	*91%*	*15%*	*96%*	*16%*	*100%*	-
			65%	*5%*	*69%*	*8%*	*81%*	*4%*	*65%*	*5%*	*68%*	*6%*	100%g	-
ANY NOT SATISFIED		17	2	10	3	11	2	14	-	14	1	14	-	17
		12%	*5%*	*58%*	*6%*	*60%*	*4%*	*63%*	-	*76%*	*1%*	*77%*	-	*100%*
			13%	*60%*	*16%*	*61%*	*13%*	*78%*	-	*84%*	*3%*	*83%*	-	*100%*
Mean Score		**3.385**	**4.167**	**2.233**	**4.173**	**2.406**	**4.198**	**2.160**	**4.506**	**1.906**	**4.572**	**1.989**	**4.595**	**1.341**
Standard Deviation		**1.107**	**0.992**	**1.348**	**0.975**	**1.578**	**0.972**	**1.252**	**0.665**	**1.338**	**0.622**	**1.455**	**0.496**	**0.488**
Error Variance		**0.007**	**0.022**	**0.083**	**0.020**	**0.119**	**0.015**	**0.063**	**0.012**	**0.075**	**0.010**	**0.092**	**0.004**	**0.011**

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.14 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) through - Audio description for those with any difficulty seeing - Summary Table
Base: All who personally access a visual or hearing service using on demand service(s)

		Netflix	Amazon Prime Instant Video	NowTV	Wuaki.tv	Sky Store	Sky Go (not Sky Store)	Sky on Demand (not Sky Store)	BT player	Talk Talk TV Store	Virgin on Demand pay-per-view	iTunes	Google play	Blinkbox	Playstation Video	Xbox Video	DisneyLife	BBC Store	Other paid-for service	BBC iPlayer	My5 (formerly Demand 5)
Unweighted Base		2	2	-	-	-	-	-	1	-	1	2	1	-	-	-	-	2	-	5	2
Weighted Base		3	3	-	-	-	-	-	2	-	1	3	2	-	-	-	-	3	-	7	3
5 Very satisfied	(5)	2	2	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	4	3
		55%	*53%*	-	-	-	-	-	-	-	-	*44%*	-	-	-	-	-	-	-	*61%*	*100%*
4	(4)	-	1	-	-	-	-	-	2	-	-	2	2	-	-	-	-	2	-	2	-
		-	*47%*	-	-	-	-	-	*100%*	-	-	*56%*	*100%*	-	-	-	-	*57%*	-	*25%*	-
3	(3)	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1	-	1	-
		-	-	-	-	-	-	-	-	-	*100%*	-	-	-	-	-	-	*43%*	-	*14%*	-
2	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1 Not at all satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																					
ANY SATISFIED		2	3	-	-	-	-	-	2	-	-	3	2	-	-	-	-	2	-	6	3
		55%	*100%*	-	-	-	-	-	*100%*	-	-	*100%*	*100%*	-	-	-	-	*57%*	-	*86%*	*100%*
ANY NOT SATISFIED		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean Score		**5.000**	**4.534**	**-**	**-**	**-**	**-**	**-**	**4.000**	**-**	**3.000**	**4.440**	**4.000**	**-**	**-**	**-**	**-**	**3.571**	**-**	**4.462**	**5.000**
Standard Deviation		**-**	**0.609**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**0.613**	**-**	**-**	**-**	**-**	**-**	**0.614**	**-**	**0.797**	**0.000**
Error Variance		**-**	**0.185**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**0.188**	**-**	**-**	**-**	**-**	**-**	**0.189**	**-**	**0.127**	**0.000**
Not Stated		1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		45%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

KANTAR MEDIA

Access services research

Q.14 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) through - Audio description for those with any difficulty seeing - Summary Table
Base: All who personally access a visual or hearing service using on demand service(s)

		ITV Hub (formerly ITV Player)	STV Player	UTV Player	All 4	UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	Other free-to-access service
Unweighted Base		2	1	-	4	-	-
Weighted Base		3	1	-	5	-	-
5 Very satisfied	(5)	3	1	-	3	-	-
		100%	*100%*	-	*48%*	-	-
4	(4)	-	-	-	-	-	-
		-	-	-	-	-	-
3	(3)	-	-	-	3	-	-
		-	-	-	*52%*	-	-
2	(2)	-	-	-	-	-	-
		-	-	-	-	-	-
1 Not at all satisfied	(1)	-	-	-	-	-	-
		-	-	-	-	-	-
SUMMARY CODES							
ANY SATISFIED		3	1	-	3	-	-
		100%	*100%*	-	*48%*	-	-
ANY NOT SATISFIED		-	-	-	-	-	-
		-	-	-	-	-	-
Mean Score		**5.000**	**5.000**	**-**	**3.970**	**-**	**-**
Standard Deviation		**0.000**	**-**	**-**	**1.108**	**-**	**-**
Error Variance		**0.000**	**-**	**-**	**0.307**	**-**	**-**
Not Stated		-	-	-	-	-	-
		-	-	-	-	-	-

KANTAR MEDIA

Access services research

Q.14 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) through - Signing for those with any difficulty hearing - Summary Table
Base: All who personally access a visual or hearing service using on demand service(s)

		Netflix	Amazon Prime Instant Video	NowTV	Wuaki.tv	Sky Store	Sky Go (not Sky Store)	Sky on Demand (not Sky Store)	BT player	Talk Talk TV Store	Virgin on Demand pay-per-view	iTunes	Google play	Blinkbox	Playstation Video	Xbox Video	DisneyLife	BBC Store	Other paid-for service	BBC iPlayer	My5 (formerly Demand 5)
Unweighted Base		3	1	1	-	1	1	-	-	-	1	2	1	-	-	-	-	-	-	7	2
Weighted Base		4	1	1	-	1	1	-	-	-	1	2	1	-	-	-	-	-	-	9	3
5 Very satisfied	(5)	2	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	4	3
		40%	-	-	-	-	-	-	-	-	-	*57%*	-	-	-	-	-	-	-	*48%*	*100%*
4	(4)	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	*100%*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	(3)	1	1	-	-	1	-	-	-	-	1	1	1	-	-	-	-	-	-	4	-
		36%	*100%*	-	-	*100%*	-	-	-	-	*100%*	*43%*	*100%*	-	-	-	-	-	-	*41%*	-
2	(2)	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
		23%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*11%*	-
1 Not at all satisfied	(1)	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	*100%*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																					
ANY SATISFIED		2	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	4	3
		40%	-	*100%*	-	-	-	-	-	-	-	*57%*	-	-	-	-	-	-	-	*48%*	*100%*
ANY NOT SATISFIED		1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
		23%	-	-	-	-	*100%*	-	-	-	-	-	-	-	-	-	-	-	-	*11%*	-
Mean Score		**3.571**	**3.000**	**4.000**	**-**	**3.000**	**1.000**	**-**	**-**	**-**	**3.000**	**4.149**	**3.000**	**-**	**-**	**-**	**-**	**-**	**-**	**3.857**	**5.000**
Standard Deviation		**1.420**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**1.333**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**1.211**	**0.000**
Error Variance		**0.672**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**0.889**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**0.209**	**0.000**

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Access services research

Q.14 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) through - Signing for those with any difficulty hearing - Summary Table
Base: All who personally access a visual or hearing service using on demand service(s)

		ITV Hub (formerly ITV Player)	STV Player	UTV Player	All 4	UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	Other free-to-access service
Unweighted Base		6	2	-	5	1	-
Weighted Base		8	3	-	6	1	-
5 Very satisfied	(5)	1	1	-	1	-	-
		16%	*46%*	-	*21%*	-	-
4	(4)	2	-	-	-	-	-
		21%	-	-	-	-	-
3	(3)	4	1	-	4	1	-
		51%	*54%*	-	*63%*	*100%*	-
2	(2)	1	-	-	1	-	-
		12%	-	-	*16%*	-	-
1 Not at all satisfied	(1)	-	-	-	-	-	-
		-	-	-	-	-	-
SUMMARY CODES							
ANY SATISFIED		3	1	-	1	-	-
		37%	*46%*	-	*21%*	-	-
ANY NOT SATISFIED		1	-	-	1	-	-
		12%	-	-	*16%*	-	-
Mean Score		**3.410**	**3.929**	**-**	**3.271**	**3.000**	**-**
Standard Deviation		**0.960**	**1.251**	**-**	**1.066**	**-**	**-**
Error Variance		**0.154**	**0.782**	**-**	**0.227**	**-**	**-**

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Access services research

Q.14 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) through - Subtitles for those with any difficulty hearing - Summary Table
Base: All who personally access a visual or hearing service using on demand service(s)

		Netflix	Amazon Prime Instant Video	NowTV	Wuaki.tv	Sky Store	Sky Go (not Sky Store)	Sky on Demand (not Sky Store)	BT player	Talk Talk TV Store	Virgin on Demand pay-per-view	iTunes	Google play	Blinkbox	Playstation Video	Xbox Video	DisneyLife	BBC Store	Other paid-for service	BBC iPlayer	My5 (formerly Demand 5)
Unweighted Base		51	17	5	-	4	8	4	3	1	1	7	4	-	3	-	-	4	1	61	9
Weighted Base		60	21	6	-	5	9	4	4	1	1	9	5	-	3	-	-	5	1	68	11
5 Very satisfied	(5)	35	12	1	-	-	5	-	2	-	-	2	3	-	2	-	-	3	-	36	5
		58%	*58%*	*23%*	-	-	*52%*	-	*61%*	-	-	*26%*	*53%*	-	*65%*	-	-	*50%*	-	*53%*	*48%*
4	(4)	14	5	3	-	1	-	-	-	1	-	2	1	-	-	-	-	3	-	11	3
		23%	*26%*	*44%*	-	*17%*	-	-	-	*100%*	-	*21%*	*28%*	-	-	-	-	*50%*	-	*16%*	*31%*
3	(3)	10	3	1	-	2	4	2	1	-	1	2	1	-	1	-	-	-	1	18	1
		16%	*14%*	*21%*	-	*48%*	*48%*	*66%*	*39%*	-	*100%*	*24%*	*19%*	-	*35%*	-	-	-	*100%*	*27%*	*9%*
2	(2)	*	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1	1
		1%	-	-	-	-	-	-	-	-	-	*16%*	-	-	-	-	-	-	-	*2%*	*12%*
1 Not at all satisfied	(1)	2	1	1	-	2	-	1	-	-	-	1	-	-	-	-	-	-	-	1	-
		4%	*2%*	*12%*	-	*36%*	-	*34%*	-	-	-	*14%*	-	-	-	-	-	-	-	*2%*	-
SUMMARY CODES																					
ANY SATISFIED		48	17	4	-	1	5	-	2	1	-	4	4	-	2	-	-	5	-	47	9
		80%	*84%*	*67%*	-	*17%*	*52%*	-	*61%*	*100%*	-	*47%*	*81%*	-	*65%*	-	-	*100%*	-	*69%*	*78%*
ANY NOT SATISFIED		2	1	1	-	2	-	1	-	-	-	3	-	-	-	-	-	-	-	2	1
		4%	*2%*	*12%*	-	*36%*	-	*34%*	-	-	-	*30%*	-	-	-	-	-	-	-	*4%*	*12%*
Mean Score		**4.302**	**4.370**	**3.662**	**-**	**2.453**	**4.044**	**2.319**	**4.229**	**4.000**	**3.000**	**3.289**	**4.335**	**-**	**4.292**	**-**	**-**	**4.503**	**3.000**	**4.173**	**4.137**
Standard Deviation		**0.998**	**0.921**	**1.310**	**-**	**1.287**	**1.059**	**1.116**	**1.151**	**-**	**-**	**1.455**	**0.876**	**-**	**1.135**	**-**	**-**	**0.557**	**-**	**1.012**	**1.075**
Error Variance		**0.020**	**0.050**	**0.343**	**-**	**0.414**	**0.140**	**0.311**	**0.441**	**-**	**-**	**0.302**	**0.192**	**-**	**0.429**	**-**	**-**	**0.077**	**-**	**0.017**	**0.128**

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Access services research

Q.14 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) through - Subtitles for those with any difficulty hearing - Summary Table
Base: All who personally access a visual or hearing service using on demand service(s)

		ITV Hub (formerly ITV Player)	STV Player	UTV Player	All 4	UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	Other free-to-access service
Unweighted Base		28	4	1	20	8	4
Weighted Base		33	5	*	22	9	4
5 Very satisfied	(5)	13	2	-	10	3	3
		40%	*51%*	-	*46%*	*27%*	*69%*
4	(4)	9	-	-	5	3	-
		28%	-	-	*23%*	*33%*	-
3	(3)	7	2	*	7	1	-
		22%	*49%*	*100%*	*31%*	*10%*	-
2	(2)	3	-	-	-	3	-
		8%	-	-	-	*30%*	-
1 Not at all satisfied	(1)	1	-	-	-	-	1
		2%	-	-	-	-	*31%*
SUMMARY CODES							
ANY SATISFIED		22	2	-	15	6	3
		68%	*51%*	-	*69%*	*60%*	*69%*
ANY NOT SATISFIED		3	-	-	-	3	1
		10%	-	-	-	*30%*	*31%*
Mean Score		**3.962**	**4.010**	**3.000**	**4.155**	**3.579**	**3.751**
Standard Deviation		**1.078**	**1.121**	**-**	**0.882**	**1.242**	**2.112**
Error Variance		**0.041**	**0.314**	**-**	**0.039**	**0.193**	**1.116**

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Access services research

Q.14 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) through - Audio description for those with any difficulty seeing - Summary Table
Base: All who personally access a visual or hearing service using on demand service(s) and have any hearing\visual impairment

		Netflix	Amazon Prime Instant Video	NowTV	Wuaki.tv	Sky Store	Sky Go (not Sky Store)	Sky on Demand (not Sky Store)	BT player	Talk Talk TV Store	Virgin on Demand pay-per-view	iTunes	Google play	Blinkbox	Playstation Video	Xbox Video	DisneyLife	BBC Store	Other paid-for service	BBC iPlayer	My5 (formerly Demand 5)
Unweighted Base		-	-	-	-	-	-	-	1	-	-	1	1	-	-	-	-	1	-	1	-
Weighted Base		-	-	-	-	-	-	-	2	-	-	2	2	-	-	-	-	2	-	2	-
5 Very satisfied	(5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
4	(4)	-	-	-	-	-	-	-	2	-	-	2	2	-	-	-	-	2	-	2	-
		-	-	-	-	-	-	-	*100%*	-	-	*100%*	*100%*	-	-	-	-	*100%*	-	*100%*	-
3	(3)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1 Not at all satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																					
ANY SATISFIED		-	-	-	-	-	-	-	2	-	-	2	2	-	-	-	-	2	-	2	-
		-	-	-	-	-	-	-	*100%*	-	-	*100%*	*100%*	-	-	-	-	*100%*	-	*100%*	-
ANY NOT SATISFIED		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean Score		**-**	**-**	**-**	**-**	**-**	**-**	**-**	**4.000**	**-**	**-**	**4.000**	**4.000**	**-**	**-**	**-**	**-**	**4.000**	**-**	**4.000**	**-**
Standard Deviation		**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Error Variance		**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**

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Access services research

Q.14 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) through - Audio description for those with any difficulty seeing - Summary Table
Base: All who personally access a visual or hearing service using on demand service(s) and have any hearing\visual impairment

		ITV Hub (formerly ITV Player)	STV Player	UTV Player	All 4	UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	Other free-to-access service
Unweighted Base		-	-	-	-	-	-
Weighted Base		-	-	-	-	-	-
5 Very satisfied	(5)	-	-	-	-	-	-
		-	-	-	-	-	-
4	(4)	-	-	-	-	-	-
		-	-	-	-	-	-
3	(3)	-	-	-	-	-	-
		-	-	-	-	-	-
2	(2)	-	-	-	-	-	-
		-	-	-	-	-	-
1 Not at all satisfied	(1)	-	-	-	-	-	-
		-	-	-	-	-	-
SUMMARY CODES							
ANY SATISFIED		-	-	-	-	-	-
		-	-	-	-	-	-
ANY NOT SATISFIED		-	-	-	-	-	-
		-	-	-	-	-	-
Mean Score		**-**	**-**	**-**	**-**	**-**	**-**
Standard Deviation		**-**	**-**	**-**	**-**	**-**	**-**
Error Variance		**-**	**-**	**-**	**-**	**-**	**-**

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Access services research

Q.14 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) through - Subtitles for those with any difficulty hearing - Summary Table
Base: All who personally access a visual or hearing service using on demand service(s) and have any hearing\visual impairment

		Netflix	Amazon Prime Instant Video	NowTV	Wuaki.tv	Sky Store	Sky Go (not Sky Store)	Sky on Demand (not Sky Store)	BT player	Talk Talk TV Store	Virgin on Demand pay-per-view	iTunes	Google play	Blinkbox	Playstation Video	Xbox Video	DisneyLife	BBC Store	Other paid-for service	BBC iPlayer	My5 (formerly Demand 5)
Unweighted Base		7	1	2	-	-	-	1	1	-	-	1	-	-	1	-	-	1	-	9	1
Weighted Base		10	1	2	-	-	-	1	1	-	-	2	-	-	1	-	-	1	-	11	1
5 Very satisfied	(5)	6	1	1	-	-	-	-	1	-	-	-	-	-	1	-	-	1	-	8	1
		61%	*100%*	*66%*	-	-	-	-	*100%*	-	-	-	-	-	*100%*	-	-	*100%*	-	*69%*	*100%*
4	(4)	4	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	3	-
		39%	-	-	-	-	-	-	-	-	-	*100%*	-	-	-	-	-	-	-	*23%*	-
3	(3)	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-
		-	-	-	-	-	-	*100%*	-	-	-	-	-	-	-	-	-	-	-	*8%*	-
2	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1 Not at all satisfied	(1)	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	*34%*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																					
ANY SATISFIED		10	1	1	-	-	-	-	1	-	-	2	-	-	1	-	-	1	-	10	1
		100%	*100%*	*66%*	-	-	-	-	*100%*	-	-	*100%*	-	-	*100%*	-	-	*100%*	-	*92%*	*100%*
ANY NOT SATISFIED		-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	*34%*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean Score		**4.610**	**5.000**	**3.632**	**-**	**-**	**-**	**3.000**	**5.000**	**-**	**-**	**4.000**	**-**	**-**	**5.000**	**-**	**-**	**5.000**	**-**	**4.605**	**5.000**
Standard Deviation		**0.514**	**-**	**2.618**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**0.666**	**-**
Error Variance		**0.038**	**-**	**3.426**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**0.049**	**-**

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Access services research

Q.14 On a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied, how satisfied are you with the quality of the following service(s) through - Subtitles for those with any difficulty hearing - Summary Table
Base: All who personally access a visual or hearing service using on demand service(s) and have any hearing\visual impairment

		ITV Hub (formerly ITV Player)	STV Player	UTV Player	All 4	UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	Other free-to-access service
Unweighted Base		2	-	-	1	-	-
Weighted Base		2	-	-	1	-	-
5 Very satisfied	(5)	2	-	-	1	-	-
		100%	-	-	*100%*	-	-
4	(4)	-	-	-	-	-	-
		-	-	-	-	-	-
3	(3)	-	-	-	-	-	-
		-	-	-	-	-	-
2	(2)	-	-	-	-	-	-
		-	-	-	-	-	-
1 Not at all satisfied	(1)	-	-	-	-	-	-
		-	-	-	-	-	-
SUMMARY CODES							
ANY SATISFIED		2	-	-	1	-	-
		100%	-	-	*100%*	-	-
ANY NOT SATISFIED		-	-	-	-	-	-
		-	-	-	-	-	-
Mean Score		**5.000**	**-**	**-**	**5.000**	**-**	**-**
Standard Deviation		**0.000**	**-**	**-**	**-**	**-**	**-**
Error Variance		**0.000**	**-**	**-**	**-**	**-**	**-**

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Access services research

Q.15 ... is not always available. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or personally access a visual or hearing services and use any TV platform or paid for or free service to stream or download

	Audio description for those with any difficulty seeing	Signing for those with any difficulty hearing	Subtitles for those with any difficulty hearing
Unweighted Base	303	303	303
Weighted Base	297	297	297
Netflix	23	20	28
	8%	*7%*	*9%*
Amazon Prime Instant Video	1	1	4
	*	*	*2%*
NowTV	1	-	1
	*	-	*
Wuaki.tv	-	-	-
	-	-	-
Sky Store	-	-	-
	-	-	-
Sky Go (not Sky Store)	1	2	1
	*	*1%*	*
Sky on Demand (not Sky Store)	2	2	3
	1%	*1%*	*1%*
BT player	-	-	-
	-	-	-
Talk Talk TV Store	-	-	1
	-	-	*
Virgin on Demand pay-per-view	-	-	-
	-	-	-
iTunes	-	-	2
	-	-	*1%*
Google play	2	-	-
	1%	-	-
Blinkbox	-	-	-
	-	-	-
Playstation Video	-	-	1
	-	-	*
Xbox Video	-	-	-
	-	-	-

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Access services research

Q.15 ... is not always available. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or personally access a visual or hearing services and use any TV platform or paid for or free service to stream or download

	Audio description for those with any difficulty seeing	Signing for those with any difficulty hearing	Subtitles for those with any difficulty hearing
Unweighted Base	303	303	303
Weighted Base	297	297	297
DisneyLife	-	-	-
	-	-	-
BBC Store	-	-	-
	-	-	-
Other paid-for service	-	-	-
	-	-	-
BBC iPlayer	37	41	45
	12%	*14%*	*15%*
My5 (formerly Demand 5)	-	-	-
	-	-	-
ITV Hub (formerly ITV Player)	-	-	3
	-	-	*1%*
STV Player	-	-	-
	-	-	-
UTV Player	-	-	-
	-	-	-
All 4	-	4	1
	-	*1%*	*
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	1	2	1
	*	*1%*	*
Other free-to-access service	1	2	2
	*	*1%*	*1%*
Sky - Digital Satellite TV for a monthly subscription	22	20	29
	7%	*7%*	*10%*
Satellite TV from someone other than Sky	1	2	2
	*	*1%*	*1%*
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	2	2	2
	1%	*1%*	*1%*
Virgin Media through cable	9	8	9
	3%	*3%*	*3%*

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Access services research

Q.15 ... is not always available. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or personally access a visual or hearing services and use any TV platform or paid for or free service to stream or download

	Audio description for those with any difficulty seeing	Signing for those with any difficulty hearing	Subtitles for those with any difficulty hearing
Unweighted Base	303	303	303
Weighted Base	297	297	297
Freeview (excluding Freeview Play)	31 *10%*	31 *10%*	33 *11%*
Freeview Play	1 *	1 *	1 *
YouView set top box 68. BT TV (formerly BT Vision)	- -	- -	1 *
Talk Talk TV	2 *1%*	2 *1%*	3 *1%*
Your TV service	- -	1 *	2 *1%*
SUMMARY CODES			
ANY FREE NON-LINEAR SERVICE	38 *13%*	49 *16%*	52 *18%*
ANY PSB NON-LINEAR SERVICE	37 *12%*	45 *15%*	49 *17%*
ANY PAID NON-LINEAR SERVICE	30 *10%*	25 *8%*	40 *13%*
ANY TV PLATFORM	68 *23%*	65 *22%*	78 *26%*
ANY PAID TV PLATFORM	34 *11%*	32 *11%*	43 *14%*
ANY FREE-TO-AIR TV PLATFORM	34 *11%*	33 *11%*	35 *12%*
Don't know	30 *10%*	26 *9%*	25 *8%*
None	130 *44%*	129 *44%*	98 *33%*
Not Stated	2 *1%*	2 *1%*	2 *1%*

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Access services research

Q.15 Audio description for those with any difficulty seeing is not always available. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or personally access a visual or hearing services and use any TV platform or paid for or free service to stream or download

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	303	128	175	70	114	119	173	130	233	70	234	29	30	10
Weighted Base	297	129	167	81*	133	83	174	123	235	62*	247	31**	15**	3**
Netflix	23	11	13	17	6	-	19	5	19	4	18	5	-	1
	8%	*8%*	*8%*	*21%*	*4%*	-	*11%*	*4%*	*8%*	*7%*	*7%*	*15%*	-	*20%*
		46%	*54%*	75%de	*25%*	-	79%g	*21%*	*82%*	*18%*	*77%*	*20%*	-	*3%*
Amazon Prime Instant Video	1	-	1	-	1	-	1	-	-	1	1	-	-	-
	*	-	*1%*	-	*1%*	-	*1%*	-	-	*2%*	*1%*	-	-	-
		-	*100%*	-	*100%*	-	*100%*	-	-	100%h	*100%*	-	-	-
NowTV	1	-	1	1	-	-	-	1	1	-	-	-	1	-
	*	-	*	*1%*	-	-	-	*1%*	*	-	-	-	*5%*	-
		-	*100%*	*100%*	-	-	-	*100%*	*100%*	-	-	-	*100%*	-
Wuaki.tv	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	1	-	1	-	1	-	-	1	1	-	1	-	-	-
	*	-	*1%*	-	*1%*	-	-	*1%*	*	-	*	-	-	-
		-	*100%*	-	*100%*	-	-	*100%*	*100%*	-	*100%*	-	-	-
Sky on Demand (not Sky Store)	2	1	1	-	1	1	1	1	2	-	2	-	-	-
	1%	*	*1%*	-	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	-	-	-
		38%	*62%*	-	*62%*	*38%*	*38%*	*62%*	*100%*	-	*100%*	-	-	-
BT player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
iTunes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.15 Audio description for those with any difficulty seeing is not always available. On which of the following is it a priority for you to have this made available?
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		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	303	128	175	70	114	119	173	130	233	70	234	29	30	10
Weighted Base	297	129	167	81*	133	83	174	123	235	62*	247	31**	15**	3**
Google play	2	2	-	2	-	-	2	-	2	-	2	-	-	-
	1%	*1%*	-	*2%*	-	-	*1%*	-	*1%*	-	*1%*	-	-	-
		100%	-	*100%*	-	-	*100%*	-	*100%*	-	*100%*	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC iPlayer	37	13	24	17	15	5	28	9	25	12	30	4	2	*
	12%	*10%*	*14%*	*21%*	*11%*	*6%*	*16%*	*7%*	*10%*	*20%*	*12%*	*14%*	*16%*	*11%*
		35%	*65%*	47%e	*41%*	*13%*	76%g	*24%*	*67%*	*33%*	*81%*	*12%*	*7%*	*1%*
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
ITV Hub (formerly ITV Player)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
STV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	303	128	175	70	114	119	173	130	233	70	234	29	30	10
Weighted Base	297	129	167	81*	133	83	174	123	235	62*	247	31**	15**	3**
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
All 4	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	1	-	1	1	-	-	1	-	1	-	1	-	-	-
	*	-	*	1%	-	-	*	-	*	-	*	-	-	-
		-	100%	100%	-	-	100%	-	100%	-	100%	-	-	-
Other free-to-access service	1	1	-	1	-	-	-	1	1	-	1	-	-	-
	*	1%	-	1%	-	-	-	1%	*	-	*	-	-	-
		100%	-	100%	-	-	-	100%	100%	-	100%	-	-	-
Sky - Digital Satellite TV for a monthly subscription	22	9	12	3	14	4	11	11	20	2	21	1	*	-
	7%	7%	7%	3%	11%	5%	6%	9%	8%	3%	8%	2%	2%	-
		44%	56%	13%	67%	21%	49%	51%	91%	9%	95%	3%	1%	-
Satellite TV from someone other than Sky	1	1	-	-	1	-	1	-	1	-	1	-	-	-
	*	1%	-	-	1%	-	1%	-	1%	-	1%	-	-	-
		100%	-	-	100%	-	100%	-	100%	-	100%	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	2	1	1	-	2	-	-	2	1	1	1	-	1	-
	1%	1%	*	-	1%	-	-	1%	*	1%	*	-	4%	-
		65%	35%	-	100%	-	-	100%	65%	35%	65%	-	35%	-
Virgin Media through cable	9	1	9	3	4	3	2	7	7	2	6	3	1	-
	3%	1%	5%	3%	3%	4%	1%	6%	3%	4%	3%	8%	3%	-
		8%	92%a	27%	38%	35%	21%	79%f	77%	23%	67%	27%	5%	-
Freeview (excluding Freeview Play)	31	11	20	5	9	17	15	16	20	11	24	4	3	1
	10%	8%	12%	6%	7%	20%	9%	13%	9%	17%	10%	12%	18%	24%
		35%	65%	17%	30%	54%cd	48%	52%	66%	34%	76%	13%	9%	3%
Freeview Play	1	-	1	-	-	1	1	-	1	-	1	-	-	-
	*	-	1%	-	-	1%	1%	-	*	-	*	-	-	-
		-	100%	-	-	100%	100%	-	100%	-	100%	-	-	-
YouView set top box 68. BT TV (formerly BT Vision)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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Unweighted Base	303	128	175	70	114	119	173	130	233	70	234	29	30	10
Weighted Base	297	129	167	81*	133	83	174	123	235	62*	247	31**	15**	3**
Talk Talk TV	2	-	2	-	2	-	2	-	2	-	2	-	-	-
	1%	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	-	-
		-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	-	-
Your TV service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY FREE NON-LINEAR SERVICE	38	14	25	19	15	5	29	10	26	12	31	4	2	*
	13%	*11%*	*15%*	*23%*	*11%*	*6%*	*16%*	*8%*	*11%*	*20%*	*13%*	*14%*	*16%*	*11%*
		36%	*64%*	49%de	*39%*	*12%*	75%g	*25%*	*68%*	*32%*	*82%*	*11%*	*6%*	*1%*
ANY PSB NON-LINEAR SERVICE	37	13	24	17	15	5	28	9	25	12	30	4	2	*
	12%	*10%*	*14%*	*21%*	*11%*	*6%*	*16%*	*7%*	*10%*	*20%*	*12%*	*14%*	*16%*	*11%*
		35%	*65%*	47%e	*41%*	*13%*	76%g	*24%*	*67%*	*33%*	*81%*	*12%*	*7%*	*1%*
ANY PAID NON-LINEAR SERVICE	30	13	17	20	9	1	22	7	24	6	23	5	1	1
	10%	*10%*	*10%*	*24%*	*7%*	*1%*	*13%*	*6%*	*10%*	*9%*	*10%*	*15%*	*5%*	*20%*
		44%	*56%*	67%de	31%e	*2%*	*75%*	*25%*	*81%*	*19%*	*80%*	*16%*	*2%*	*2%*
ANY TV PLATFORM	68	23	44	11	32	25	32	36	52	15	56	7	4	1
	23%	*18%*	*27%*	*13%*	*24%*	*31%*	*18%*	*29%*	*22%*	*25%*	*23%*	*23%*	*27%*	*24%*
		34%	*66%*	*16%*	*47%*	38%c	*47%*	53%f	*77%*	*23%*	*82%*	*11%*	*6%*	*1%*
ANY PAID TV PLATFORM	34	12	23	5	21	8	16	19	30	4	30	3	1	-
	11%	*9%*	*13%*	*7%*	*16%*	*9%*	*9%*	*15%*	*13%*	*7%*	*12%*	*10%*	*5%*	-
		34%	*66%*	*16%*	*62%*	*23%*	*46%*	*54%*	*88%*	*12%*	*88%*	*10%*	*2%*	-
ANY FREE-TO-AIR TV PLATFORM	34	12	22	5	11	18	16	18	22	11	26	4	3	1
	11%	*9%*	*13%*	*6%*	*8%*	*21%*	*9%*	*14%*	*10%*	*18%*	*10%*	*12%*	*21%*	*24%*
		35%	*65%*	*15%*	*32%*	53%cd	*48%*	*52%*	*67%*	*33%*	*76%*	*12%*	*10%*	*2%*
Don't know	30	18	13	4	14	12	15	16	29	2	24	4	1	1
	10%	*14%*	*8%*	*5%*	*10%*	*15%*	*8%*	*13%*	*12%*	*3%*	*10%*	*14%*	*8%*	*19%*
		58%	*42%*	*15%*	*46%*	*40%*	*48%*	*52%*	94%i	*6%*	*79%*	*14%*	*4%*	*2%*
None	130	61	68	28	63	38	76	53	103	27	111	11	7	1
	44%	*47%*	*41%*	*34%*	*48%*	*47%*	*44%*	*43%*	*44%*	*44%*	*45%*	*35%*	*44%*	*26%*
		47%	*53%*	*21%*	*49%*	*30%*	*59%*	*41%*	*79%*	*21%*	*86%*	*9%*	*5%*	*1%*
Not Stated	2	1	1	-	-	2	1	1	2	-	2	-	-	-
	1%	*	*1%*	-	-	*2%*	*	*1%*	*1%*	-	*1%*	-	-	-
		38%	*62%*	-	-	*100%*	*38%*	*62%*	*100%*	-	*100%*	-	-	-

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		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	303	182	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	297	164	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
Netflix	23	8	3	3	5	-	-	-	-	3	-	-	2	1
	8%	*5%*	*3%*	*4%*	*4%*	-	-	-	-	*6%*	-	-	*12%*	*4%*
		34%	*11%*	*12%*	*23%*	-	-	-	-	*11%*	-	-	*9%*	*3%*
Amazon Prime Instant Video	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
NowTV	1	1	1	-	1	-	-	-	-	1	-	-	-	-
	*	*	*1%*	-	*1%*	-	-	-	-	*2%*	-	-	-	-
		100%	*100%*	-	*100%*	-	-	-	-	*100%*	-	-	-	-
Wuaki.tv	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	1	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	*1%*	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	-
Sky on Demand (not Sky Store)	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BT player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	303	182	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	297	164	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
iTunes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Google play	2	2	-	2	2	-	-	-	-	-	-	-	2	-
	1%	*1%*	-	*2%*	*1%*	-	-	-	-	-	-	-	*10%*	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	*100%*	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC iPlayer	37	13	7	6	13	-	-	2	-	5	-	-	-	2
	12%	*8%*	*10%*	*8%*	*10%*	-	-	*16%*	-	*13%*	-	-	-	*11%*
		36%	*19%*	*16%*	*35%*	-	-	*5%*	-	*14%*	-	-	-	*6%*
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
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Access services research

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	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	303	182	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	297	164	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
ITV Hub (formerly ITV Player)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
STV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
All 4	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other free-to-access service	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky - Digital Satellite TV for a monthly subscription	22	13	6	7	11	2	-	-	1	4	-	-	4	1
	7%	*8%*	*8%*	*9%*	*8%*	*10%*	-	-	*7%*	*11%*	-	-	*25%*	*4%*
		59%	*27%*	*33%*	*51%*	*8%*	-	-	*2%*	*20%*	-	-	*19%*	*4%*
Satellite TV from someone other than Sky	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*1%*	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media through cable	9	8	4	4	7	1	-	1	-	2	-	-	-	3
	3%	*5%*	*5%*	*5%*	*5%*	*7%*	-	*7%*	-	*5%*	-	-	-	*15%*
		90%	*43%*	*42%*	*71%*	*14%*	-	*9%*	-	*23%*	-	-	-	*32%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

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		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	303	182	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	297	164	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
Freeview (excluding Freeview Play)	31	18	8	9	13	5	1	2	-	5	-	1	4	4
	10%	*11%*	*11%*	*12%*	*10%*	*25%*	*100%*	*15%*	-	*12%*	-	*18%*	*22%*	*19%*
		57%	*25%*	*31%*	*41%*	*15%*	*4%*	*6%*	-	*16%*	-	*3%*	*12%*	*12%*
Freeview Play	1	1	1	1	1	1	-	-	1	-	-	-	-	-
	*	*1%*	*1%*	*1%*	*1%*	*3%*	-	-	*7%*	-	-	-	-	-
		100%	*100%*	*50%*	*100%*	*50%*	-	-	*50%*	-	-	-	-	-
YouView set top box 68.	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BT TV (formerly BT	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Vision)		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV	2	2	-	2	2	-	-	-	-	-	-	-	-	-
	1%	*1%*	-	*2%*	*1%*	-	-	-	-	-	-	-	-	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	-	-
Your TV service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY FREE NON-LINEAR SERVICE	38	13	7	6	13	-	-	2	-	5	-	-	-	2
	13%	*8%*	*10%*	*8%*	*10%*	-	-	*16%*	-	*13%*	-	-	-	*11%*
		35%	*18%*	*15%*	*34%*	-	-	*5%*	-	*13%*	-	-	-	*6%*
ANY PSB NON-LINEAR SERVICE	37	13	7	6	13	-	-	2	-	5	-	-	-	2
	12%	*8%*	*10%*	*8%*	*10%*	-	-	*16%*	-	*13%*	-	-	-	*11%*
		36%	*19%*	*16%*	*35%*	-	-	*5%*	-	*14%*	-	-	-	*6%*
ANY PAID NON-LINEAR SERVICE	30	11	3	4	8	-	-	-	-	3	-	-	4	1
	10%	*7%*	*4%*	*6%*	*6%*	-	-	-	-	*8%*	-	-	*22%*	*4%*
		38%	*11%*	*15%*	*26%*	-	-	-	-	*11%*	-	-	*12%*	*3%*
ANY TV PLATFORM	68	43	19	23	33	8	1	3	1	11	-	1	8	8
	23%	*26%*	*25%*	*29%*	*25%*	*44%*	*100%*	*22%*	*13%*	*29%*	-	*18%*	*47%*	*39%*
		64%	*28%*	*33%*	*49%*	*12%*	*2%*	*4%*	*2%*	*17%*	-	*1%*	*12%*	*11%*
ANY PAID TV PLATFORM	34	23	10	13	19	3	-	1	1	7	-	-	4	4
	11%	*14%*	*13%*	*16%*	*15%*	*17%*	-	*7%*	*7%*	*16%*	-	-	*25%*	*20%*
		67%	*29%*	*37%*	*57%*	*9%*	-	*3%*	*2%*	*19%*	-	-	*12%*	*11%*

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	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	303	182	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	297	164	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
ANY FREE-TO-AIR TV PLATFORM	34	20	9	10	14	5	1	2	1	5	-	1	4	4
	11%	*12%*	*12%*	*13%*	*10%*	*28%*	*100%*	*15%*	*7%*	*12%*	-	*18%*	*22%*	*19%*
		61%	*26%*	*30%*	*41%*	*15%*	*3%*	*5%*	*2%*	*15%*	-	*2%*	*11%*	*11%*
Don't know	30	20	11	10	19	3	-	1	1	6	-	-	2	3
	10%	*12%*	*15%*	*13%*	*14%*	*16%*	-	*9%*	*18%*	*14%*	-	-	*11%*	*15%*
		66%	*37%*	*34%*	*61%*	*10%*	-	*4%*	*5%*	*19%*	-	-	*6%*	*10%*
None	130	75	33	33	59	7	-	6	5	14	-	4	3	5
	44%	*45%*	*45%*	*43%*	*44%*	*39%*	-	*53%*	*69%*	*35%*	-	*82%*	*21%*	*27%*
		58%	*26%*	*25%*	*46%*	*6%*	-	*5%*	*4%*	*11%*	-	*3%*	*3%*	*4%*
Not Stated	2	2	1	1	2	-	-	-	-	1	-	-	-	1
	1%	*1%*	*1%*	*1%*	*1%*	-	-	-	-	*1%*	-	-	-	*5%*
		100%	*38%*	*62%*	*100%*	-	-	-	-	*38%*	-	-	-	*62%*

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		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	303	118	124	210	224	22	24	180	187
Weighted Base	297	122	127	213	227	29**	28**	187	196
Netflix	23	7	9	22	22	4	2	22	22
	8%	*6%*	*7%*	*10%*	*10%*	*15%*	*7%*	*12%*	*11%*
		31%	*40%*	*93%*	*93%*	*19%*	*8%*	*95%*	*95%*
Amazon Prime Instant Video	1	1	1	1	1	1	-	1	1
	*	*1%*	*1%*	*1%*	*1%*	*5%*	-	*1%*	*1%*
		100%	*100%*	*100%*	*100%*	*100%*	-	*100%*	*100%*
NowTV	1	-	-	1	1	-	-	1	1
	*	-	-	*	*	-	-	*	*
		-	-	*100%*	*100%*	-	-	*100%*	*100%*
Wuaki.tv	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	1	-	-	1	1	-	-	1	1
	*	-	-	*	*	-	-	*	*
		-	-	*100%*	*100%*	-	-	*100%*	*100%*
Sky on Demand (not Sky Store)	2	-	-	2	2	-	-	2	2
	1%	-	-	*1%*	*1%*	-	-	*1%*	*1%*
		-	-	*100%*	*100%*	-	-	*100%*	*100%*
BT player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

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	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	303	118	124	210	224	22	24	180	187
Weighted Base	297	122	127	213	227	29**	28**	187	196
iTunes	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Google play	2	-	-	-	-	2	-	-	2
	1%	-	-	-	-	*6%*	-	-	*1%*
		-	-	-	-	*100%*	-	-	*100%*
Blinkbox	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
BBC iPlayer	37	21	12	20	29	7	3	27	30
	12%	*17%*	*9%*	*9%*	*13%*	*23%*	*12%*	*15%*	*15%*
		58%c	*33%*	*54%*	*80%*	*18%*	*9%*	*75%*	*82%*
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

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Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
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	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	303	118	124	210	224	22	24	180	187
Weighted Base	297	122	127	213	227	29**	28**	187	196
ITV Hub (formerly ITV Player)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
STV Player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
All 4	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	1	-	1	1	1	-	1	1	1
	*	-	*1%*	*	*	-	*3%*	*	*
		-	*100%*	*100%*	*100%*	-	*100%*	*100%*	*100%*
Other free-to-access service	1	1	-	-	1	-	-	1	1
	*	*1%*	-	-	*	-	-	*	*
		100%	-	-	*100%*	-	-	*100%*	*100%*
Sky - Digital Satellite TV for a monthly subscription	22	12	9	14	17	4	6	12	14
	7%	*9%*	*7%*	*7%*	*8%*	*13%*	*21%*	*6%*	*7%*
		53%	*43%*	*66%*	*79%*	*18%*	*28%*	*53%*	*66%*
Satellite TV from someone other than Sky	1	-	-	-	-	-	-	1	1
	*	-	-	-	-	-	-	*1%*	*1%*
		-	-	-	-	-	-	*100%*	*100%*
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	2	2	2	2	2	1	-	2	2
	1%	*1%*	*1%*	*1%*	*1%*	*4%*	-	*1%*	*1%*
		100%	*100%*	*100%*	*100%*	*65%*	-	*100%*	*100%*
Virgin Media through cable	9	4	4	8	8	1	1	4	4
	3%	*3%*	*3%*	*4%*	*4%*	*4%*	*5%*	*2%*	*2%*
		42%	*39%*	*87%*	*87%*	*14%*	*14%*	*45%*	*45%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.15 Audio description for those with any difficulty seeing is not always available. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or personally access a visual or hearing services and use any TV platform or paid for or free service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	303	118	124	210	224	22	24	180	187
Weighted Base	297	122	127	213	227	29**	28**	187	196
Freeview (excluding Freeview Play)	31	11	18	23	24	1	3	20	20
	10%	*9%*	*14%*	*11%*	*10%*	*5%*	*12%*	*11%*	*10%*
		36%	*58%*	*75%*	*76%*	*4%*	*11%*	*64%*	*64%*
Freeview Play	1	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
YouView set top box 68.	-	-	-	-	-	-	-	-	-
BT TV (formerly BT	-	-	-	-	-	-	-	-	-
Vision)		-	-	-	-	-	-	-	-
Talk Talk TV	2	-	2	2	2	-	-	-	-
	1%	-	*1%*	*1%*	*1%*	-	-	-	-
		-	*100%*	*100%*	*100%*	-	-	-	-
Your TV service	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SUMMARY CODES									
ANY FREE NON-LINEAR	38	22	13	21	31	7	4	29	32
SERVICE	*13%*	*18%*	*10%*	*10%*	*14%*	*23%*	*15%*	*16%*	*16%*
		58%c	*33%*	*54%*	*80%*	*17%*	*11%*	*76%*	*83%*
ANY PSB NON-LINEAR	37	21	12	20	29	7	3	27	30
SERVICE	*12%*	*17%*	*9%*	*9%*	*13%*	*23%*	*12%*	*15%*	*15%*
		58%c	*33%*	*54%*	*80%*	*18%*	*9%*	*75%*	*82%*
ANY PAID NON-LINEAR	30	9	11	26	26	7	2	27	28
SERVICE	*10%*	*7%*	*8%*	*12%*	*12%*	*25%*	*7%*	*14%*	*14%*
		29%	*36%*	*89%*	*89%*	*25%*	*6%*	*90%*	*96%*
ANY TV PLATFORM	68	28	34	49	52	8	11	38	41
	23%	*23%*	*27%*	*23%*	*23%*	*26%*	*38%*	*21%*	*21%*
		42%	*50%*	*72%*	*77%*	*11%*	*16%*	*57%*	*61%*
ANY PAID TV PLATFORM	34	16	15	24	27	5	7	17	20
	11%	*13%*	*11%*	*11%*	*12%*	*18%*	*26%*	*9%*	*10%*
		45%	*43%*	*70%*	*79%*	*15%*	*21%*	*50%*	*58%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.15 Audio description for those with any difficulty seeing is not always available. On which of the following is it a priority for you to have this made available?
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	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	303	118	124	210	224	22	24	180	187
Weighted Base	297	122	127	213	227	29**	28**	187	196
ANY FREE-TO-AIR TV PLATFORM	34	13	19	25	25	2	3	21	21
	11%	*10%*	*15%*	*12%*	*11%*	*8%*	*12%*	*11%*	*11%*
		38%	*58%*	*73%*	*75%*	*7%*	*10%*	*64%*	*64%*
Don't know	30	7	9	18	19	-	-	14	14
	10%	*6%*	*7%*	*8%*	*8%*	-	-	*8%*	*7%*
		23%	*30%*	*60%*	*61%*	-	-	*47%*	*47%*
None	130	56	60	99	99	8	11	78	81
	44%	*46%*	*47%*	*46%*	*44%*	*26%*	*40%*	*42%*	*41%*
		43%	*47%*	*76%*	*76%*	*6%*	*9%*	*60%*	*62%*
Not Stated	2	1	1	1	1	-	-	-	-
	1%	*	*	*	*	-	-	-	-
		38%	*38%*	*38%*	*38%*	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
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Access services research

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		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	303	91	41	88	45	168	30	80	39	83	41	138	27
Weighted Base	297	95*	41*	93*	45*	172	27**	86*	37*	89*	41*	146	21**
Netflix	23	9	8	9	5	16	3	8	6	8	6	17	-
	8%	*9%*	*19%*	*9%*	*12%*	*9%*	*12%*	*9%*	*16%*	*9%*	*15%*	*12%*	-
		38%	*33%*	*37%*	*23%*	*69%*	*14%*	*33%*	*26%*	*35%*	*26%*	*74%*	-
Amazon Prime Instant Video	1	1	-	-	-	1	-	1	-	1	-	1	-
	*	*1%*	-	-	-	*1%*	-	*2%*	-	*2%*	-	*1%*	-
		100%	-	-	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
NowTV	1	-	-	-	-	1	-	-	-	-	-	1	-
	*	-	-	-	-	*	-	-	-	-	-	*	-
		-	-	-	-	*100%*	-	-	-	-	-	*100%*	-
Wuaki.tv	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	1	1	-	-	-	1	-	-	-	1	-	-	-
	*	*1%*	-	-	-	*1%*	-	-	-	*1%*	-	-	-
		100%	-	-	-	*100%*	-	-	-	*100%*	-	-	-
Sky on Demand (not Sky Store)	2	1	-	1	-	2	-	-	-	-	-	1	-
	1%	*1%*	-	*1%*	-	*1%*	-	-	-	-	-	*1%*	-
		38%	-	*38%*	-	*100%*	-	-	-	-	-	*62%*	-
BT player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
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Access services research

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		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	303	91	41	88	45	168	30	80	39	83	41	138	27
Weighted Base	297	95*	41*	93*	45*	172	27**	86*	37*	89*	41*	146	21**
iTunes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Google play	2	-	-	-	-	-	-	2	-	-	-	-	-
	1%	-	-	-	-	-	-	*2%*	-	-	-	-	-
		-	-	-	-	-	-	*100%*	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
BBC iPlayer	37	18	1	17	3	22	3	18	4	18	6	23	2
	12%	*19%*	*3%*	*19%*	*7%*	*13%*	*11%*	*21%*	*11%*	*20%*	*15%*	*16%*	*10%*
		50%b	*4%*	47%b	*9%*	*59%*	*8%*	*50%*	*11%*	*49%*	*17%*	*63%*	*6%*
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

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	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	303	91	41	88	45	168	30	80	39	83	41	138	27
Weighted Base	297	95*	41*	93*	45*	172	27**	86*	37*	89*	41*	146	21**
ITV Hub (formerly ITV Player)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
STV Player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
All 4	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	1	-	1	1	-	1	-	-	1	1	-	1	-
	*	-	2%	1%	-	*	-	-	2%	1%	-	1%	-
		-	100%	100%	-	100%	-	-	100%	100%	-	100%	-
Other free-to-access service	1	1	-	1	-	1	-	1	-	1	-	1	-
	*	1%	-	1%	-	*	-	1%	-	1%	-	1%	-
		100%	-	100%	-	100%	-	100%	-	100%	-	100%	-
Sky - Digital Satellite TV for a monthly subscription	22	7	4	5	4	11	2	4	4	5	4	9	3
	7%	7%	11%	6%	9%	7%	7%	5%	11%	6%	10%	6%	13%
		32%	20%	25%	19%	53%	8%	20%	19%	24%	19%	40%	12%
Satellite TV from someone other than Sky	1	-	1	-	1	-	-	-	1	-	1	-	-
	*	-	3%	-	3%	-	-	-	4%	-	3%	-	-
		-	100%e	-	100%e	-	-	-	100%k	-	100%k	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	2	2	-	2	-	2	-	2	-	2	-	2	-
	1%	2%	-	2%	-	1%	-	2%	-	2%	-	1%	-
		100%	-	100%	-	100%	-	100%	-	100%	-	100%	-
Virgin Media through cable	9	4	2	3	2	4	2	3	2	4	1	6	1
	3%	5%	4%	4%	4%	2%	7%	3%	5%	4%	2%	4%	4%
		47%	19%	37%	19%	42%	20%	28%	19%	38%	9%	61%	9%

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Unweighted Base	303	91	41	88	45	168	30	80	39	83	41	138	27
Weighted Base	297	95*	41*	93*	45*	172	27**	86*	37*	89*	41*	146	21**
Freeview (excluding Freeview Play)	31	12	5	10	4	22	4	12	5	11	4	19	3
	10%	*12%*	*12%*	*11%*	*10%*	*13%*	*14%*	*14%*	*13%*	*13%*	*9%*	*13%*	*16%*
		37%	*16%*	*34%*	*14%*	*70%*	*13%*	*39%*	*16%*	*37%*	*12%*	*60%*	*11%*
Freeview Play	1	1	1	1	1	1	-	1	-	1	-	1	-
	*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	-	*	-
		50%	*50%*	*50%*	*50%*	*100%*	-	*100%*	-	*50%*	-	*50%*	-
YouView set top box 68.	-	-	-	-	-	-	-	-	-	-	-	-	-
BT TV (formerly BT	-	-	-	-	-	-	-	-	-	-	-	-	-
Vision)		-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV	2	2	-	2	-	2	-	2	-	2	-	2	-
	1%	*2%*	-	*2%*	-	*1%*	-	*2%*	-	*2%*	-	*1%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
Your TV service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
ANY FREE NON-LINEAR SERVICE	38	19	2	19	3	23	3	19	5	20	6	25	2
	13%	*20%*	*5%*	*20%*	*7%*	*14%*	*11%*	*22%*	*13%*	*22%*	*15%*	*17%*	*10%*
		50%b	*6%*	50%b	*9%*	*61%*	*7%*	*50%*	*12%*	*51%*	*16%*	*65%*	*6%*
ANY PSB NON-LINEAR SERVICE	37	18	1	17	3	22	3	18	4	18	6	23	2
	12%	*19%*	*3%*	*19%*	*7%*	*13%*	*11%*	*21%*	*11%*	*20%*	*15%*	*16%*	*10%*
		50%b	*4%*	47%b	*9%*	*59%*	*8%*	*50%*	*11%*	*49%*	*17%*	*63%*	*6%*
ANY PAID NON-LINEAR SERVICE	30	12	8	9	5	21	3	11	6	10	6	20	-
	10%	*12%*	*19%*	*10%*	*12%*	*12%*	*12%*	*13%*	*16%*	*12%*	*15%*	*14%*	-
		40%	*26%*	*31%*	*19%*	*70%*	*11%*	*37%*	*21%*	*35%*	*21%*	*69%*	-
ANY TV PLATFORM	68	27	13	23	12	41	8	23	12	24	10	37	7
	23%	*28%*	*32%*	*25%*	*27%*	*24%*	*28%*	*27%*	*33%*	*27%*	*24%*	*25%*	*33%*
		39%	*19%*	*34%*	*18%*	*61%*	*11%*	*35%*	*18%*	*35%*	*15%*	*54%*	*10%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.15 Audio description for those with any difficulty seeing is not always available. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or personally access a visual or hearing services and use any TV platform or paid for or free service to stream or download

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	303	91	41	88	45	168	30	80	39	83	41	138	27
Weighted Base	297	95*	41*	93*	45*	172	27**	86*	37*	89*	41*	146	21**
ANY PAID TV PLATFORM	34	13	8	10	7	17	4	9	7	10	6	16	4
	11%	*14%*	*19%*	*11%*	*16%*	*10%*	*14%*	*10%*	*19%*	*12%*	*15%*	*11%*	*17%*
		38%	*22%*	*30%*	*21%*	*50%*	*11%*	*25%*	*21%*	*30%*	*18%*	*47%*	*10%*
ANY FREE-TO-AIR TV PLATFORM	34	14	5	12	5	24	4	15	5	13	4	21	3
	11%	*14%*	*13%*	*13%*	*11%*	*14%*	*14%*	*17%*	*13%*	*15%*	*9%*	*14%*	*16%*
		41%	*16%*	*37%*	*15%*	*72%*	*12%*	*44%*	*15%*	*40%*	*11%*	*62%*	*10%*
Don't know	30	6	4	8	3	17	2	5	3	6	3	11	3
	10%	*6%*	*10%*	*8%*	*7%*	*10%*	*7%*	*6%*	*7%*	*6%*	*8%*	*8%*	*12%*
		19%	*14%*	*25%*	*11%*	*55%*	*6%*	*16%*	*8%*	*19%*	*10%*	*37%*	*8%*
None	130	30	14	33	21	70	11	28	11	29	15	53	9
	44%	*32%*	*34%*	*36%*	*46%*	*41%*	*41%*	*32%*	*30%*	*33%*	*37%*	*36%*	*42%*
		23%	*11%*	*26%*	*16%*	*54%*	*9%*	*21%*	*9%*	*23%*	*12%*	*41%*	*7%*
Not Stated	2	2	-	1	-	-	1	-	1	-	1	-	1
	1%	*2%*	-	*1%*	-	-	*2%*	-	*2%*	-	*1%*	-	*3%*
		100%	-	*38%*	-	-	*38%*	-	*38%*	-	*38%*	-	*38%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

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		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	303	128	175	70	114	119	173	130	233	70	234	29	30	10
Weighted Base	297	129	167	81*	133	83	174	123	235	62*	247	31**	15**	3**
Netflix	20	12	8	15	5	-	16	4	17	3	17	1	1	1
	7%	*9%*	*5%*	*18%*	*4%*	-	*9%*	*3%*	*7%*	*5%*	*7%*	*4%*	*5%*	*32%*
		58%	*42%*	73%de	*27%*	-	*80%*	*20%*	*84%*	*16%*	*84%*	*7%*	*4%*	*5%*
Amazon Prime Instant Video	1	-	1	-	1	-	1	-	-	1	1	-	-	-
	*	-	*1%*	-	*1%*	-	*1%*	-	-	*2%*	*1%*	-	-	-
		-	*100%*	-	*100%*	-	*100%*	-	-	100%h	*100%*	-	-	-
NowTV	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Wuaki.tv	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	2	-	2	-	2	-	1	1	2	-	2	-	-	-
	1%	-	*1%*	-	*1%*	-	*1%*	*1%*	*1%*	-	*1%*	-	-	-
		-	*100%*	-	*100%*	-	*51%*	*49%*	*100%*	-	*100%*	-	-	-
Sky on Demand (not Sky Store)	2	1	1	-	1	1	1	1	2	-	2	-	-	-
	1%	*	*1%*	-	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	-	-	-
		38%	*62%*	-	*62%*	*38%*	*38%*	*62%*	*100%*	-	*100%*	-	-	-
BT player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
iTunes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
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		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	303	128	175	70	114	119	173	130	233	70	234	29	30	10
Weighted Base	297	129	167	81*	133	83	174	123	235	62*	247	31**	15**	3**
Google play	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC iPlayer	41	15	26	20	16	5	31	10	27	14	33	6	2	-
	14%	*12%*	*16%*	*25%*	*12%*	*6%*	*18%*	*8%*	*11%*	*23%*	*13%*	*20%*	*13%*	-
		37%	*63%*	49%de	*39%*	*12%*	76%g	*24%*	*65%*	35%h	*80%*	*15%*	*5%*	-
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
ITV Hub (formerly ITV Player)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
STV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
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		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	303	128	175	70	114	119	173	130	233	70	234	29	30	10
Weighted Base	297	129	167	81*	133	83	174	123	235	62*	247	31**	15**	3**
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
All 4	4	1	3	3	1	-	4	-	4	-	4	-	-	-
	1%	*1%*	*2%*	*3%*	*1%*	-	*2%*	-	*2%*	-	*2%*	-	-	-
		34%	*66%*	*66%*	*34%*	-	*100%*	-	*100%*	-	*100%*	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	2	-	2	1	-	1	1	1	2	-	2	-	-	-
	1%	-	*1%*	*1%*	-	*1%*	*	*1%*	*1%*	-	*1%*	-	-	-
		-	*100%*	*47%*	-	*53%*	*47%*	*53%*	*100%*	-	*100%*	-	-	-
Other free-to-access service	2	1	1	1	1	-	1	1	2	-	2	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	-	*1%*	-	-	-
		47%	*53%*	*47%*	*53%*	-	*53%*	*47%*	*100%*	-	*100%*	-	-	-
Sky - Digital Satellite TV for a monthly subscription	20	10	11	1	14	5	12	8	18	2	19	1	*	-
	7%	*8%*	*6%*	*2%*	*11%*	*6%*	*7%*	*7%*	*8%*	*3%*	*8%*	*2%*	*2%*	-
		48%	*52%*	*6%*	*71%c*	*23%*	*59%*	*41%*	*90%*	*10%*	*95%*	*3%*	*2%*	-
Satellite TV from someone other than Sky	2	-	2	2	-	-	2	-	2	-	2	-	-	-
	1%	-	*1%*	*2%*	-	-	*1%*	-	*1%*	-	*1%*	-	-	-
		-	*100%*	*100%*	-	-	*100%*	-	*100%*	-	*100%*	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	2	1	1	-	2	-	-	2	1	1	1	-	1	-
	1%	*1%*	*	-	*1%*	-	-	*1%*	*	*1%*	*	-	*4%*	-
		65%	*35%*	-	*100%*	-	-	*100%*	*65%*	*35%*	*65%*	-	*35%*	-
Virgin Media through cable	8	1	8	3	3	3	1	7	6	2	5	3	1	-
	3%	*1%*	*5%*	*3%*	*2%*	*4%*	*1%*	*6%*	*3%*	*4%*	*2%*	*8%*	*3%*	-
		9%	*91%*	*30%*	*32%*	*38%*	*12%*	*88%f*	*74%*	*26%*	*64%*	*30%*	*6%*	-
Freeview (excluding Freeview Play)	31	12	19	6	10	14	14	16	21	10	25	3	2	1
	10%	*9%*	*11%*	*8%*	*8%*	*17%*	*8%*	*13%*	*9%*	*16%*	*10%*	*10%*	*12%*	*17%*
		38%	*62%*	*21%*	*33%*	*46%d*	*46%*	*54%*	*68%*	*32%*	*82%*	*10%*	*6%*	*2%*
Freeview Play	1	-	1	-	-	1	1	-	1	-	1	-	-	-
	*	-	*1%*	-	-	*1%*	*1%*	-	*	-	*	-	-	-
		-	*100%*	-	-	*100%*	*100%*	-	*100%*	-	*100%*	-	-	-
YouView set top box 68. BT TV (formerly BT Vision)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	303	128	175	70	114	119	173	130	233	70	234	29	30	10
Weighted Base	297	129	167	81*	133	83	174	123	235	62*	247	31**	15**	3**
Talk Talk TV	2	-	2	-	2	-	2	-	2	-	2	-	-	-
	1%	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	-	-
		-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	-	-
Your TV service	1	-	1	-	-	1	-	1	1	-	1	-	-	-
	*	-	*1%*	-	-	*1%*	-	*1%*	*	-	*	-	-	-
		-	*100%*	-	-	*100%*	-	*100%*	*100%*	-	*100%*	-	-	-
SUMMARY CODES														
ANY FREE NON-LINEAR SERVICE	49	17	31	25	18	6	37	12	34	14	40	6	2	-
	16%	*13%*	*19%*	*30%*	*14%*	*7%*	*21%*	*10%*	*15%*	*23%*	*16%*	*20%*	*13%*	-
		36%	*64%*	51%de	*38%*	*12%*	76%g	*24%*	*71%*	*29%*	*83%*	*13%*	*4%*	-
ANY PSB NON-LINEAR SERVICE	45	17	29	23	17	5	35	10	31	14	37	6	2	-
	15%	*13%*	*17%*	*28%*	*13%*	*6%*	*20%*	*8%*	*13%*	*23%*	*15%*	*20%*	*13%*	-
		37%	*63%*	51%de	*38%*	*11%*	78%g	*22%*	*68%*	*32%*	*82%*	*14%*	*4%*	-
ANY PAID NON-LINEAR SERVICE	25	12	13	15	10	1	19	6	20	5	22	1	1	1
	8%	*10%*	*8%*	*18%*	*7%*	*1%*	*11%*	*5%*	*9%*	*8%*	*9%*	*4%*	*5%*	*32%*
		49%	*51%*	59%de	38%e	*2%*	*77%*	*23%*	*81%*	*19%*	*87%*	*6%*	*3%*	*4%*
ANY TV PLATFORM	65	23	42	12	30	23	31	34	51	14	55	6	3	1
	22%	*18%*	*25%*	*14%*	*23%*	*28%*	*18%*	*28%*	*22%*	*23%*	*22%*	*20%*	*21%*	*17%*
		35%	*65%*	*18%*	*46%*	36%c	*48%*	*52%*	*78%*	*22%*	*84%*	*10%*	*5%*	*1%*
ANY PAID TV PLATFORM	32	10	22	5	19	8	16	16	28	4	28	3	1	-
	11%	*8%*	*13%*	*7%*	*14%*	*10%*	*9%*	*13%*	*12%*	*7%*	*11%*	*10%*	*5%*	-
		33%	*67%*	*17%*	*58%*	*25%*	*50%*	*50%*	*87%*	*13%*	*87%*	*10%*	*3%*	-
ANY FREE-TO-AIR TV PLATFORM	33	13	21	6	12	15	15	18	23	10	27	3	2	1
	11%	*10%*	*12%*	*8%*	*9%*	*18%*	*9%*	*15%*	*10%*	*17%*	*11%*	*10%*	*16%*	*17%*
		38%	*62%*	*19%*	*35%*	46%cd	*46%*	*54%*	*69%*	*31%*	*81%*	*10%*	*7%*	*2%*
Don't know	26	12	14	1	12	13	13	13	26	*	23	2	1	1
	9%	*10%*	*8%*	*2%*	*9%*	*16%*	*8%*	*11%*	*11%*	*	*9%*	*5%*	*7%*	*19%*
		47%	*53%*	*5%*	*45%*	50%c	*50%*	*50%*	99%i	*1%*	*87%*	*6%*	*4%*	*2%*
None	129	64	66	29	63	37	73	56	101	28	104	16	8	1
	44%	*49%*	*39%*	*35%*	*47%*	*45%*	*42%*	*46%*	*43%*	*45%*	*42%*	*50%*	*53%*	*32%*
		49%	*51%*	*22%*	*49%*	*29%*	*56%*	*44%*	*78%*	*22%*	*81%*	*12%*	*6%*	*1%*
Not Stated	2	1	1	-	-	2	1	1	2	-	2	-	-	-
	1%	*	*1%*	-	-	*2%*	*	*1%*	*1%*	-	*1%*	-	-	-
		38%	*62%*	-	-	*100%*	*38%*	*62%*	*100%*	-	*100%*	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
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	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	303	182	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	297	164	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
Netflix	20	5	1	1	2	-	-	-	-	1	-	-	-	1
	7%	*3%*	*2%*	*1%*	*2%*	-	-	-	-	*3%*	-	-	-	*4%*
		26%	*7%*	*4%*	*11%*	-	-	-	-	*7%*	-	-	-	*4%*
Amazon Prime Instant Video	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
NowTV	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Wuaki.tv	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	2	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*1%*	-	-	-	-	-	-	-	-	-	-	-	-
		49%	-	-	-	-	-	-	-	-	-	-	-	-
Sky on Demand (not Sky Store)	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BT player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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Unweighted Base	303	182	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	297	164	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
iTunes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Google play	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC iPlayer	41	18	8	9	18	-	-	2	-	5	-	-	4	2
	14%	*11%*	*11%*	*12%*	*13%*	-	-	*16%*	-	*13%*	-	-	*22%*	*11%*
		43%	*20%*	*23%*	*43%*	-	-	*5%*	-	*13%*	-	-	*9%*	*5%*
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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Weighted Base	297	164	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
ITV Hub (formerly ITV Player)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
STV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
All 4	4	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	2	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*1%*	-	-	-	-	-	-	-	-	-	-	-	-
		53%	-	-	-	-	-	-	-	-	-	-	-	-
Other free-to-access service	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky - Digital Satellite TV for a monthly subscription	20	11	4	6	9	1	-	-	1	3	-	-	4	1
	7%	*7%*	*5%*	*8%*	*7%*	*3%*	-	-	*7%*	*8%*	-	-	*25%*	*4%*
		54%	*19%*	*29%*	*45%*	*3%*	-	-	*3%*	*17%*	-	-	*21%*	*4%*
Satellite TV from someone other than Sky	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*1%*	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media through cable	8	8	4	4	7	1	-	1	-	2	-	-	-	3
	3%	*5%*	*5%*	*5%*	*5%*	*7%*	-	*7%*	-	*5%*	-	-	-	*15%*
		100%	*47%*	*46%*	*79%*	*15%*	-	*11%*	-	*26%*	-	-	-	*36%*

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Unweighted Base	303	182	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	297	164	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
Freeview (excluding Freeview Play)	31	17	11	6	13	5	1	2	-	7	-	1	1	4
	10%	*11%*	*15%*	*8%*	*9%*	*25%*	*100%*	*13%*	-	*17%*	-	*18%*	*6%*	*19%*
		57%	*36%*	*20%*	*41%*	*15%*	*4%*	*5%*	-	*22%*	-	*3%*	*3%*	*13%*
Freeview Play	1	1	1	1	1	1	-	-	1	-	-	-	-	-
	*	*1%*	*1%*	*1%*	*1%*	*3%*	-	-	*7%*	-	-	-	-	-
		100%	*100%*	*50%*	*100%*	*50%*	-	-	*50%*	-	-	-	-	-
YouView set top box 68.	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BT TV (formerly BT	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Vision)		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV	2	2	-	2	2	-	-	-	-	-	-	-	-	-
	1%	*1%*	-	*2%*	*1%*	-	-	-	-	-	-	-	-	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	-	-
Your TV service	1	1	-	1	1	-	-	-	-	-	-	-	-	-
	*	*1%*	-	*1%*	*1%*	-	-	-	-	-	-	-	-	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY FREE NON-LINEAR SERVICE	49	19	8	9	18	-	-	2	-	5	-	-	4	2
	16%	*11%*	*11%*	*12%*	*13%*	-	-	*16%*	-	*13%*	-	-	*22%*	*11%*
		38%	*17%*	*20%*	*36%*	-	-	*4%*	-	*11%*	-	-	*8%*	*5%*
ANY PSB NON-LINEAR SERVICE	45	18	8	9	18	-	-	2	-	5	-	-	4	2
	15%	*11%*	*11%*	*12%*	*13%*	-	-	*16%*	-	*13%*	-	-	*22%*	*11%*
		39%	*18%*	*21%*	*39%*	-	-	*4%*	-	*11%*	-	-	*8%*	*5%*
ANY PAID NON-LINEAR SERVICE	25	6	1	1	2	-	-	-	-	1	-	-	-	1
	8%	*4%*	*2%*	*1%*	*2%*	-	-	-	-	*3%*	-	-	-	*4%*
		24%	*6%*	*3%*	*9%*	-	-	-	-	*6%*	-	-	-	*3%*
ANY TV PLATFORM	65	41	20	18	31	7	1	2	1	12	-	1	5	8
	22%	*25%*	*27%*	*23%*	*23%*	*37%*	*100%*	*20%*	*13%*	*30%*	-	*18%*	*31%*	*39%*
		63%	*31%*	*28%*	*48%*	*10%*	*2%*	*4%*	*2%*	*19%*	-	*1%*	*8%*	*12%*
ANY PAID TV PLATFORM	32	21	8	11	17	2	-	1	1	6	-	-	4	4
	11%	*13%*	*11%*	*15%*	*13%*	*10%*	-	*7%*	*7%*	*14%*	-	-	*25%*	*20%*
		66%	*25%*	*36%*	*55%*	*6%*	-	*3%*	*2%*	*17%*	-	-	*13%*	*12%*

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Unweighted Base	303	182	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	297	164	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
ANY FREE-TO-AIR TV PLATFORM	33	20	12	7	14	5	1	2	1	7	-	1	1	4
	11%	*12%*	*16%*	*9%*	*10%*	*28%*	*100%*	*13%*	*7%*	*17%*	-	*18%*	*6%*	*19%*
		60%	*36%*	*20%*	*41%*	*15%*	*3%*	*5%*	*2%*	*20%*	-	*2%*	*3%*	*12%*
Don't know	26	18	9	9	16	1	-	1	-	6	-	-	2	2
	9%	*11%*	*12%*	*11%*	*12%*	*5%*	-	*9%*	-	*14%*	-	-	*12%*	*11%*
		68%	*34%*	*32%*	*62%*	*4%*	-	*4%*	-	*21%*	-	-	*7%*	*9%*
None	129	78	35	38	63	10	-	7	7	15	-	4	6	6
	44%	*48%*	*48%*	*50%*	*48%*	*57%*	-	*55%*	*87%*	*38%*	-	*82%*	*35%*	*30%*
		60%	*27%*	*30%*	*49%*	*8%*	-	*5%*	*5%*	*12%*	-	*3%*	*5%*	*5%*
Not Stated	2	2	1	1	2	-	-	-	-	1	-	-	-	1
	1%	*1%*	*1%*	*1%*	*1%*	-	-	-	-	*1%*	-	-	-	*5%*
		100%	*38%*	*62%*	*100%*	-	-	-	-	*38%*	-	-	-	*62%*

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		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	303	118	124	210	224	22	24	180	187
Weighted Base	297	122	127	213	227	29**	28**	187	196
Netflix	20	9	9	20	20	4	1	20	20
	7%	*7%*	*7%*	*9%*	*9%*	*15%*	*3%*	*11%*	*10%*
		43%	*43%*	*98%*	*100%*	*22%*	*5%*	*100%*	*100%*
Amazon Prime Instant Video	1	1	1	1	1	1	-	1	1
	*	*1%*	*1%*	*1%*	*1%*	*5%*	-	*1%*	*1%*
		100%	*100%*	*100%*	*100%*	*100%*	-	*100%*	*100%*
NowTV	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Wuaki.tv	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	2	-	1	2	2	-	1	2	2
	1%	-	*1%*	*1%*	*1%*	-	*3%*	*1%*	*1%*
		-	*51%*	*100%*	*100%*	-	*51%*	*100%*	*100%*
Sky on Demand (not Sky Store)	2	-	-	2	2	-	-	2	2
	1%	-	-	*1%*	*1%*	-	-	*1%*	*1%*
		-	-	*100%*	*100%*	-	-	*100%*	*100%*
BT player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
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Access services research

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		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	303	118	124	210	224	22	24	180	187
Weighted Base	297	122	127	213	227	29**	28**	187	196
iTunes	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Google play	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
BBC iPlayer	41	21	10	24	32	7	3	31	34
	14%	*18%*	*8%*	*11%*	*14%*	*23%*	*12%*	*17%*	*17%*
		52%b	*25%*	*59%*	*78%*	*17%*	*8%*	*75%*	*82%*
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
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		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	303	118	124	210	224	22	24	180	187
Weighted Base	297	122	127	213	227	29**	28**	187	196
ITV Hub (formerly ITV Player)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
STV Player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
All 4	4	3	1	1	3	1	-	3	4
	1%	*2%*	*1%*	*1%*	*1%*	*5%*	-	*1%*	*2%*
		66%	*31%*	*31%*	*66%*	*35%*	-	*65%*	*100%*
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	2	1	2	2	2	-	1	2	2
	1%	*1%*	*1%*	*1%*	*1%*	-	*3%*	*1%*	*1%*
		53%	*100%*	*100%*	*100%*	-	*47%*	*100%*	*100%*
Other free-to-access service	2	1	1	1	2	-	-	2	2
	1%	*1%*	*1%*	*	*1%*	-	-	*1%*	*1%*
		47%	*53%*	*53%*	*100%*	-	-	*100%*	*100%*
Sky - Digital Satellite TV for a monthly subscription	20	11	9	12	15	4	6	12	15
	7%	*9%*	*7%*	*6%*	*6%*	*13%*	*21%*	*6%*	*8%*
		55%	*45%*	*58%*	*72%*	*19%*	*30%*	*59%*	*73%*
Satellite TV from someone other than Sky	2	-	-	-	-	-	-	2	2
	1%	-	-	-	-	-	-	*1%*	*1%*
		-	-	-	-	-	-	*100%*	*100%*
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	2	2	2	2	2	1	-	2	2
	1%	*1%*	*1%*	*1%*	*1%*	*4%*	-	*1%*	*1%*
		100%	*100%*	*100%*	*100%*	*65%*	-	*100%*	*100%*
Virgin Media through cable	8	4	3	7	7	1	1	3	3
	3%	*3%*	*2%*	*3%*	*3%*	*4%*	*5%*	*2%*	*2%*
		47%	*32%*	*85%*	*85%*	*15%*	*15%*	*39%*	*39%*

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		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	303	118	124	210	224	22	24	180	187
Weighted Base	297	122	127	213	227	29**	28**	187	196
Freeview (excluding Freeview Play)	31	13	19	24	25	1	3	20	20
	10%	*11%*	*15%*	*11%*	*11%*	*5%*	*12%*	*11%*	*10%*
		42%	*61%*	*78%*	*82%*	*4%*	*11%*	*67%*	*67%*
Freeview Play	1	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
YouView set top box 68.	-	-	-	-	-	-	-	-	-
BT TV (formerly BT	-	-	-	-	-	-	-	-	-
Vision)		-	-	-	-	-	-	-	-
Talk Talk TV	2	-	2	2	2	-	-	-	-
	1%	-	*1%*	*1%*	*1%*	-	-	-	-
		-	*100%*	*100%*	*100%*	-	-	-	-
Your TV service	1	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SUMMARY CODES									
ANY FREE NON-LINEAR SERVICE	49	26	14	28	38	8	4	37	41
	16%	*21%*	*11%*	*13%*	*17%*	*28%*	*15%*	*20%*	*21%*
		53%b	*29%*	*58%*	*78%*	*17%*	*9%*	*76%*	*85%*
ANY PSB NON-LINEAR SERVICE	45	24	12	26	35	8	3	33	38
	15%	*20%*	*9%*	*12%*	*15%*	*28%*	*12%*	*18%*	*19%*
		53%b	*26%*	*57%*	*77%*	*18%*	*8%*	*74%*	*84%*
ANY PAID NON-LINEAR SERVICE	25	10	11	25	25	6	2	25	25
	8%	*8%*	*9%*	*12%*	*11%*	*20%*	*7%*	*13%*	*13%*
		40%	*45%*	*98%*	*100%*	*23%*	*8%*	*100%*	*100%*
ANY TV PLATFORM	65	30	34	46	50	8	11	39	42
	22%	*24%*	*27%*	*22%*	*22%*	*26%*	*38%*	*21%*	*21%*
		46%	*52%*	*71%*	*77%*	*12%*	*17%*	*60%*	*64%*
ANY PAID TV PLATFORM	32	15	13	21	24	5	7	17	20
	11%	*12%*	*11%*	*10%*	*10%*	*18%*	*26%*	*9%*	*10%*
		47%	*42%*	*64%*	*73%*	*16%*	*23%*	*53%*	*61%*

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		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	303	118	124	210	224	22	24	180	187
Weighted Base	297	122	127	213	227	29**	28**	187	196
ANY FREE-TO-AIR TV PLATFORM	33	15	20	25	27	2	3	22	22
	11%	*12%*	*16%*	*12%*	*12%*	*8%*	*12%*	*12%*	*11%*
		44%	*61%*	*77%*	*80%*	*7%*	*11%*	*66%*	*66%*
Don't know	26	6	9	14	14	-	-	11	11
	9%	*5%*	*7%*	*7%*	*6%*	-	-	*6%*	*6%*
		25%	*34%*	*54%*	*54%*	-	-	*41%*	*41%*
None	129	50	59	99	99	8	11	75	77
	44%	*41%*	*46%*	*47%*	*44%*	*26%*	*40%*	*40%*	*39%*
		38%	*45%*	*77%*	*77%*	*6%*	*9%*	*58%*	*60%*
Not Stated	2	1	1	1	1	-	-	-	-
	1%	*	*	*	*	-	-	-	-
		38%	*38%*	*38%*	*38%*	-	-	-	-

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		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	303	91	41	88	45	168	30	80	39	83	41	138	27
Weighted Base	297	95*	41*	93*	45*	172	27**	86*	37*	89*	41*	146	21**
Netflix	20	5	8	7	7	14	2	4	4	5	4	15	-
	7%	*5%*	*20%*	*8%*	*16%*	*8%*	*6%*	*5%*	*11%*	*5%*	*10%*	*10%*	-
		22%	40%ae	*36%*	35%a	*71%*	*8%*	*21%*	*20%*	*23%*	*20%*	*72%*	-
Amazon Prime Instant Video	1	1	-	-	-	1	-	1	-	1	-	1	-
	*	*1%*	-	-	-	*1%*	-	*2%*	-	*2%*	-	*1%*	-
		100%	-	-	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
NowTV	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Wuaki.tv	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	2	1	1	-	-	1	-	-	1	1	1	-	-
	1%	*1%*	*2%*	-	-	*1%*	-	-	*3%*	*1%*	*2%*	-	-
		49%	*51%*	-	-	*49%*	-	-	*51%*	*49%*	*51%*	-	-
Sky on Demand (not Sky Store)	2	1	-	1	-	2	-	-	-	-	-	1	-
	1%	*1%*	-	*1%*	-	*1%*	-	-	-	-	-	*1%*	-
		38%	-	*38%*	-	*100%*	-	-	-	-	-	*62%*	-
BT player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

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		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	303	91	41	88	45	168	30	80	39	83	41	138	27
Weighted Base	297	95*	41*	93*	45*	172	27**	86*	37*	89*	41*	146	21**
iTunes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Google play	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
BBC iPlayer	41	20	3	20	4	22	3	22	5	19	7	26	2
	14%	*21%*	*7%*	*21%*	*9%*	*13%*	*11%*	*25%*	*14%*	*21%*	*18%*	*18%*	*10%*
		49%	*6%*	*48%*	*10%*	*55%*	*7%*	*52%*	*13%*	*46%*	*18%*	*64%*	*5%*
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

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Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
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		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	303	91	41	88	45	168	30	80	39	83	41	138	27
Weighted Base	297	95*	41*	93*	45*	172	27**	86*	37*	89*	41*	146	21**
ITV Hub (formerly ITV Player)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
STV Player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
All 4	4	1	1	1	1	3	-	1	1	3	1	1	-
	1%	*1%*	*3%*	*1%*	*3%*	*2%*	-	*1%*	*4%*	*3%*	*3%*	*1%*	-
		31%	*34%*	*31%*	*34%*	*66%*	-	*31%*	*34%*	*66%*	*34%*	*31%*	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	2	-	2	1	-	1	-	1	1	1	-	1	-
	1%	-	*4%*	*1%*	-	*	-	*1%*	*2%*	*1%*	-	*1%*	-
		-	*100%*	*47%*	-	*47%*	-	*53%*	*47%*	*47%*	-	*47%*	-
Other free-to-access service	2	1	1	1	1	2	-	1	1	2	-	2	-
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	-	*1%*	*3%*	*2%*	-	*1%*	-
		47%	*53%*	*47%*	*53%*	*100%*	-	*47%*	*53%*	*100%*	-	*100%*	-
Sky - Digital Satellite TV for a monthly subscription	20	6	4	6	4	12	2	5	4	6	4	8	3
	7%	*6%*	*11%*	*6%*	*9%*	*7%*	*7%*	*6%*	*11%*	*7%*	*10%*	*6%*	*13%*
		28%	*22%*	*29%*	*20%*	*59%*	*9%*	*24%*	*20%*	*29%*	*20%*	*40%*	*13%*
Satellite TV from someone other than Sky	2	2	-	2	-	-	2	2	-	2	-	2	-
	1%	*2%*	-	*2%*	-	-	*6%*	*2%*	-	*2%*	-	*1%*	-
		100%	-	*100%*	-	-	*100%*	*100%*	-	*100%*	-	*100%*	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	2	2	-	2	-	2	-	2	-	2	-	2	-
	1%	*2%*	-	*2%*	-	*1%*	-	*2%*	-	*2%*	-	*1%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
Virgin Media through cable	8	4	1	3	1	3	2	3	1	3	1	5	1
	3%	*5%*	*2%*	*4%*	*2%*	*2%*	*7%*	*3%*	*2%*	*3%*	*2%*	*3%*	*4%*
		52%	*11%*	*41%*	*11%*	*36%*	*22%*	*32%*	*11%*	*32%*	*11%*	*57%*	*11%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

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		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	303	91	41	88	45	168	30	80	39	83	41	138	27
Weighted Base	297	95*	41*	93*	45*	172	27**	86*	37*	89*	41*	146	21**
Freeview (excluding Freeview Play)	31	11	5	12	4	25	2	12	5	12	4	19	4
	10%	*12%*	*12%*	*13%*	*8%*	*14%*	*8%*	*14%*	*15%*	*14%*	*9%*	*13%*	*21%*
		37%	*16%*	*38%*	*12%*	*80%*	*7%*	*39%*	*18%*	*40%*	*12%*	*64%*	*15%*
Freeview Play	1	1	1	1	1	1	-	1	-	1	-	1	-
	*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	-	*	-
		50%	*50%*	*50%*	*50%*	*100%*	-	*100%*	-	*50%*	-	*50%*	-
YouView set top box 68.	-	-	-	-	-	-	-	-	-	-	-	-	-
BT TV (formerly BT	-	-	-	-	-	-	-	-	-	-	-	-	-
Vision)		-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV	2	2	-	2	-	2	-	2	-	2	-	2	-
	1%	*2%*	-	*2%*	-	*1%*	-	*2%*	-	*2%*	-	*1%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
Your TV service	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
ANY FREE NON-LINEAR SERVICE	49	22	7	22	7	28	3	24	8	24	9	30	2
	16%	*23%*	*16%*	*24%*	*14%*	*16%*	*11%*	*28%*	*22%*	*27%*	*21%*	*21%*	*10%*
		46%	*14%*	*46%*	*13%*	*57%*	*6%*	*50%*	*17%*	*50%*	*18%*	*62%*	*4%*
ANY PSB NON-LINEAR SERVICE	45	22	4	21	6	25	3	23	7	22	9	28	2
	15%	*23%*	*10%*	*22%*	*12%*	*15%*	*11%*	*27%*	*18%*	*24%*	*21%*	*19%*	*10%*
		48%	*9%*	*46%*	*12%*	*55%*	*6%*	*50%*	*15%*	*48%*	*19%*	*61%*	*5%*
ANY PAID NON-LINEAR SERVICE	25	7	9	8	7	18	2	6	5	7	5	17	-
	8%	*8%*	*22%*	*8%*	*16%*	*11%*	*6%*	*7%*	*13%*	*8%*	*12%*	*12%*	-
		30%	36%ac	*31%*	*29%*	*73%*	*7%*	*22%*	*20%*	*27%*	*20%*	*68%*	-
ANY TV PLATFORM	65	27	11	26	9	44	8	25	10	26	9	38	8
	22%	*28%*	*26%*	*28%*	*20%*	*26%*	*28%*	*30%*	*28%*	*29%*	*21%*	*26%*	*38%*
		41%	*16%*	*40%*	*14%*	*67%*	*12%*	*39%*	*16%*	*40%*	*13%*	*58%*	*12%*

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	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	303	91	41	88	45	168	30	80	39	83	41	138	27
Weighted Base	297	95*	41*	93*	45*	172	27**	86*	37*	89*	41*	146	21**
ANY PAID TV PLATFORM	32	13	5	13	5	17	5	11	5	12	5	16	4
	11%	*14%*	*13%*	*14%*	*11%*	*10%*	*19%*	*12%*	*13%*	*13%*	*12%*	*11%*	*17%*
		42%	*17%*	*39%*	*15%*	*52%*	*17%*	*33%*	*15%*	*37%*	*15%*	*51%*	*11%*
ANY FREE-TO-AIR TV PLATFORM	33	13	5	14	4	27	2	15	5	14	4	22	4
	11%	*14%*	*13%*	*15%*	*9%*	*16%*	*8%*	*17%*	*15%*	*16%*	*9%*	*15%*	*21%*
		40%	*16%*	*41%*	*13%*	*82%*	*7%*	*44%*	*17%*	*43%*	*11%*	*65%*	*13%*
Don't know	26	3	2	2	3	13	3	3	2	5	3	9	2
	9%	*3%*	*5%*	*3%*	*7%*	*8%*	*11%*	*4%*	*5%*	*5%*	*8%*	*6%*	*9%*
		12%	*7%*	*9%*	*13%*	*50%*	*11%*	*12%*	*7%*	*17%*	*12%*	*35%*	*7%*
None	129	34	13	33	19	69	12	27	11	27	15	52	8
	44%	*36%*	*31%*	*36%*	*42%*	*40%*	*43%*	*32%*	*30%*	*31%*	*37%*	*35%*	*40%*
		26%	*10%*	*26%*	*15%*	*53%*	*9%*	*21%*	*9%*	*21%*	*12%*	*40%*	*6%*
Not Stated	2	2	-	1	-	-	1	-	1	-	1	-	1
	1%	*2%*	-	*1%*	-	-	*2%*	-	*2%*	-	*1%*	-	*3%*
		100%	-	*38%*	-	-	*38%*	-	*38%*	-	*38%*	-	*38%*

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		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	303	128	175	70	114	119	173	130	233	70	234	29	30	10
Weighted Base	297	129	167	81*	133	83	174	123	235	62*	247	31**	15**	3**
Netflix	28	16	12	22	6	-	21	7	18	10	20	6	1	1
	9%	*12%*	*7%*	*27%*	*4%*	-	*12%*	*6%*	*7%*	*16%*	*8%*	*18%*	*5%*	*20%*
		57%	*43%*	*79%de*	*21%*	-	*75%*	*25%*	*63%*	*37%h*	*74%*	*21%*	*3%*	*3%*
Amazon Prime Instant Video	4	2	3	2	3	-	4	-	3	1	4	-	-	-
	2%	*1%*	*2%*	*2%*	*2%*	-	*3%*	-	*1%*	*2%*	*2%*	-	-	-
		36%	*64%*	*36%*	*64%*	-	*100%*	-	*68%*	*32%*	*100%*	-	-	-
NowTV	1	-	1	1	-	-	-	1	1	-	-	-	1	-
	*	-	*	*1%*	-	-	-	*1%*	*	-	-	-	*5%*	-
		-	*100%*	*100%*	-	-	-	*100%*	*100%*	-	-	-	*100%*	-
Wuaki.tv	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	1	-	1	-	1	-	1	-	1	-	1	-	-	-
	*	-	*1%*	-	*1%*	-	*1%*	-	*	-	*	-	-	-
		-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	-	-
Sky on Demand (not Sky Store)	3	2	1	1	1	1	2	1	3	-	3	-	-	-
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	-	-
		67%	*33%*	*46%*	*33%*	*20%*	*67%*	*33%*	*100%*	-	*100%*	-	-	-
BT player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	1	1	-	-	-	1	1	-	1	-	1	-	-	-
	*	*	-	-	-	*1%*	*	-	*	-	*	-	-	-
		100%	-	-	-	*100%*	*100%*	-	*100%*	-	*100%*	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
iTunes	2	2	-	2	-	-	2	-	2	-	2	-	-	-
	1%	*1%*	-	*2%*	-	-	*1%*	-	*1%*	-	*1%*	-	-	-
		100%	-	*100%*	-	-	*100%*	-	*100%*	-	*100%*	-	-	-

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		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	303	128	175	70	114	119	173	130	233	70	234	29	30	10
Weighted Base	297	129	167	81*	133	83	174	123	235	62*	247	31**	15**	3**
Google play	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Playstation Video	1	1	-	1	-	-	-	1	1	-	1	-	-	-
	*	*1%*	-	*1%*	-	-	-	*1%*	*	-	*	-	-	-
		100%	-	*100%*	-	-	-	*100%*	*100%*	-	*100%*	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC iPlayer	45	16	29	14	23	8	32	13	33	12	39	4	2	*
	15%	*12%*	*17%*	*17%*	*17%*	*9%*	*19%*	*10%*	*14%*	*19%*	*16%*	*14%*	*11%*	*11%*
		36%	*64%*	*31%*	*52%*	*17%*	*72%*	*28%*	*74%*	*26%*	*86%*	*10%*	*4%*	*1%*
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
ITV Hub (formerly ITV Player)	3	1	2	2	1	1	2	1	3	-	2	-	1	-
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*6%*	-
		25%	*75%*	*50%*	*29%*	*21%*	*75%*	*25%*	*100%*	-	*71%*	-	*29%*	-
STV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
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Weighted Base	297	129	167	81*	133	83	174	123	235	62*	247	31**	15**	3**
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
All 4	1	-	1	1	-	-	1	-	1	-	1	-	-	-
	*	-	1%	2%	-	-	1%	-	1%	-	*	-	-	-
		-	100%	100%	-	-	100%	-	100%	-	100%	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	1	-	1	1	-	-	1	-	1	-	1	-	-	-
	*	-	*	1%	-	-	*	-	*	-	*	-	-	-
		-	100%	100%	-	-	100%	-	100%	-	100%	-	-	-
Other free-to-access service	2	1	1	1	1	-	2	-	2	-	2	-	-	-
	1%	1%	1%	2%	1%	-	1%	-	1%	-	1%	-	-	-
		59%	41%	59%	41%	-	100%	-	100%	-	100%	-	-	-
Sky - Digital Satellite TV for a monthly subscription	29	12	17	5	16	9	16	13	24	5	25	3	1	-
	10%	9%	10%	6%	12%	11%	9%	11%	10%	8%	10%	10%	4%	-
		41%	59%	16%	54%	31%	54%	46%	84%	16%	87%	10%	2%	-
Satellite TV from someone other than Sky	2	-	2	2	-	-	2	-	2	-	2	-	-	-
	1%	-	1%	2%	-	-	1%	-	1%	-	1%	-	-	-
		-	100%	100%	-	-	100%	-	100%	-	100%	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	2	1	1	-	2	-	-	2	1	1	1	-	1	-
	1%	1%	*	-	1%	-	-	1%	*	1%	*	-	4%	-
		65%	35%	-	100%	-	-	100%	65%	35%	65%	-	35%	-
Virgin Media through cable	9	1	8	3	3	3	2	7	6	2	5	3	1	-
	3%	1%	5%	3%	2%	4%	1%	5%	3%	4%	2%	8%	3%	-
		9%	91%	30%	32%	38%	23%	77%f	75%	25%	64%	30%	6%	-
Freeview (excluding Freeview Play)	33	12	21	5	12	15	16	17	22	11	25	4	3	1
	11%	9%	12%	6%	9%	19%	9%	14%	10%	17%	10%	12%	19%	24%
		37%	63%	16%	38%	46%cd	49%	51%	68%	32%	77%	12%	9%	2%
Freeview Play	1	-	1	-	-	1	1	-	1	-	1	-	-	-
	*	-	*	-	-	1%	*	-	*	-	*	-	-	-
		-	100%	-	-	100%	100%	-	100%	-	100%	-	-	-
YouView set top box 68. BT TV (formerly BT Vision)	1	1	-	-	1	-	1	-	1	-	1	-	-	-
	*	1%	-	-	1%	-	1%	-	1%	-	*	-	-	-
		100%	-	-	100%	-	100%	-	100%	-	100%	-	-	-

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		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	303	128	175	70	114	119	173	130	233	70	234	29	30	10
Weighted Base	297	129	167	81*	133	83	174	123	235	62*	247	31**	15**	3**
Talk Talk TV	3	1	2	-	2	1	2	1	3	-	3	-	-	-
	1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	-	-
		40%	*60%*	-	*60%*	*40%*	*60%*	*40%*	*100%*	-	*100%*	-	-	-
Your TV service	2	-	2	-	2	-	2	-	2	-	2	-	-	-
	1%	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	-	-
		-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	-	-
SUMMARY CODES														
ANY FREE NON-LINEAR SERVICE	52	18	34	19	25	9	39	13	41	12	45	4	3	*
	18%	*14%*	*20%*	*23%*	*19%*	*10%*	*23%*	*11%*	*17%*	*19%*	*18%*	*14%*	*17%*	*11%*
		35%	*65%*	36%e	*48%*	*16%*	75%g	*25%*	*78%*	*22%*	*86%*	*8%*	*5%*	*1%*
ANY PSB NON-LINEAR SERVICE	49	17	32	17	24	9	36	13	38	12	42	4	3	*
	17%	*13%*	*19%*	*21%*	*18%*	*10%*	*21%*	*11%*	*16%*	*19%*	*17%*	*14%*	*17%*	*11%*
		34%	*66%*	*34%*	*49%*	*17%*	73%g	*27%*	*77%*	*23%*	*85%*	*9%*	*5%*	*1%*
ANY PAID NON-LINEAR SERVICE	40	22	17	28	11	1	30	9	28	12	32	6	1	1
	13%	*17%*	*10%*	*34%*	*8%*	*1%*	*18%*	*8%*	*12%*	*19%*	*13%*	*18%*	*10%*	*20%*
		56%	*44%*	70%de	27%e	*3%*	76%g	*24%*	*71%*	*29%*	*80%*	*15%*	*4%*	*2%*
ANY TV PLATFORM	78	28	50	14	35	29	39	39	60	18	63	9	5	1
	26%	*22%*	*30%*	*17%*	*26%*	*35%*	*22%*	*32%*	*26%*	*29%*	*26%*	*30%*	*30%*	*24%*
		36%	*64%*	*18%*	*45%*	37%c	*49%*	*51%*	*77%*	*23%*	*81%*	*12%*	*6%*	*1%*
ANY PAID TV PLATFORM	43	15	28	9	21	13	22	21	36	7	36	6	1	-
	14%	*11%*	*17%*	*11%*	*16%*	*16%*	*13%*	*17%*	*15%*	*11%*	*15%*	*18%*	*7%*	-
		35%	*65%*	*20%*	*49%*	*31%*	*51%*	*49%*	*84%*	*16%*	*84%*	*13%*	*3%*	-
ANY FREE-TO-AIR TV PLATFORM	35	13	22	5	14	16	17	19	24	11	27	4	3	1
	12%	*10%*	*13%*	*6%*	*11%*	*19%*	*10%*	*15%*	*10%*	*18%*	*11%*	*12%*	*22%*	*24%*
		38%	*62%*	*15%*	*40%*	45%c	*47%*	*53%*	*68%*	*32%*	*77%*	*11%*	*10%*	*2%*
Don't know	25	13	12	3	12	11	13	12	23	2	20	3	2	*
	8%	*10%*	*7%*	*3%*	*9%*	*13%*	*7%*	*10%*	*10%*	*4%*	*8%*	*10%*	*10%*	*9%*
		51%	*49%*	*11%*	*47%*	42%c	*50%*	*50%*	*91%*	*9%*	*81%*	*12%*	*6%*	*1%*
None	98	47	51	18	49	32	51	48	80	18	83	9	5	1
	33%	*36%*	*31%*	*22%*	*37%*	*38%*	*29%*	*39%*	*34%*	*30%*	*34%*	*28%*	*33%*	*36%*
		48%	*52%*	*18%*	50%c	32%c	*52%*	*48%*	*81%*	*19%*	*85%*	*9%*	*5%*	*1%*
Not Stated	2	1	1	-	-	2	1	1	2	-	2	-	-	-
	1%	*	*1%*	-	-	*2%*	*	*1%*	*1%*	-	*1%*	-	-	-
		38%	*62%*	-	-	*100%*	*38%*	*62%*	*100%*	-	*100%*	-	-	-

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		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	303	182	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	297	164	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
Netflix	28	13	3	5	9	-	-	-	-	3	-	1	2	1
	9%	*8%*	*5%*	*7%*	*6%*	-	-	-	-	*8%*	-	*25%*	*12%*	*4%*
		47%	*12%*	*19%*	*31%*	-	-	-	-	*12%*	-	*4%*	*7%*	*3%*
Amazon Prime Instant Video	4	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
NowTV	1	1	1	-	1	-	-	-	-	1	-	-	-	-
	*	*	*1%*	-	*1%*	-	-	-	-	*2%*	-	-	-	-
		100%	*100%*	-	*100%*	-	-	-	-	*100%*	-	-	-	-
Wuaki.tv	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky on Demand (not Sky Store)	3	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BT player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	303	182	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	297	164	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
iTunes	2	2	-	2	2	-	-	-	-	-	-	-	2	-
	1%	*1%*	-	*2%*	*1%*	-	-	-	-	-	-	-	*10%*	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	*100%*	-
Google play	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Playstation Video	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC iPlayer	45	14	6	4	11	-	-	2	-	4	-	-	-	2
	15%	*9%*	*9%*	*6%*	*8%*	-	-	*16%*	-	*10%*	-	-	-	*11%*
		31%	*14%*	*10%*	*24%*	-	-	*4%*	-	*9%*	-	-	-	*5%*
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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Unweighted Base	303	182	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	297	164	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
ITV Hub (formerly ITV Player)	3	2	2	-	2	-	-	-	-	1	-	-	-	-
	1%	*1%*	*2%*	-	*1%*	-	-	-	-	*2%*	-	-	-	-
		75%	*54%*	-	*54%*	-	-	-	-	*29%*	-	-	-	-
STV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
All 4	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other free-to-access service	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky - Digital Satellite TV for a monthly subscription	29	17	7	8	13	2	-	-	2	5	-	-	4	1
	10%	*10%*	*9%*	*10%*	*10%*	*9%*	-	-	*24%*	*12%*	-	-	*25%*	*4%*
		58%	*23%*	*28%*	*45%*	*5%*	-	-	*6%*	*16%*	-	-	*15%*	*3%*
Satellite TV from someone other than Sky	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*1%*	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media through cable	9	8	3	4	6	1	-	-	-	2	-	-	-	3
	3%	*5%*	*4%*	*5%*	*4%*	*7%*	-	-	-	*5%*	-	-	-	*15%*
		89%	*37%*	*46%*	*68%*	*15%*	-	-	-	*25%*	-	-	-	*36%*

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Unweighted Base	303	182	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	297	164	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
Freeview (excluding Freeview Play)	33	16	11	7	12	5	1	2	1	5	-	1	1	4
	11%	*10%*	*14%*	*9%*	*9%*	*27%*	*100%*	*18%*	*12%*	*14%*	-	*18%*	*6%*	*19%*
		50%	*32%*	*20%*	*37%*	*15%*	*4%*	*7%*	*3%*	*17%*	-	*2%*	*3%*	*12%*
Freeview Play	1	1	1	1	1	1	-	-	-	-	-	-	-	-
	*	*	*1%*	*1%*	*	*3%*	-	-	-	-	-	-	-	-
		100%	*100%*	*100%*	*100%*	*100%*	-	-	-	-	-	-	-	-
YouView set top box 68. BT TV (formerly BT Vision)	1	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	*1%*	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV	3	3	1	2	3	-	-	-	-	1	-	-	-	-
	1%	*2%*	*1%*	*2%*	*2%*	-	-	-	-	*3%*	-	-	-	-
		100%	*40%*	*60%*	*100%*	-	-	-	-	*40%*	-	-	-	-
Your TV service	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*1%*	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY FREE NON-LINEAR SERVICE	52	17	8	4	13	-	-	2	-	5	-	-	-	2
	18%	*10%*	*11%*	*6%*	*10%*	-	-	*16%*	-	*13%*	-	-	-	*11%*
		32%	*16%*	*9%*	*24%*	-	-	*4%*	-	*10%*	-	-	-	*4%*
ANY PSB NON-LINEAR SERVICE	49	17	8	4	13	-	-	2	-	5	-	-	-	2
	17%	*10%*	*11%*	*6%*	*10%*	-	-	*16%*	-	*13%*	-	-	-	*11%*
		34%	*17%*	*9%*	*26%*	-	-	*4%*	-	*10%*	-	-	-	*5%*
ANY PAID NON-LINEAR SERVICE	40	15	4	7	11	-	-	-	-	4	-	1	4	1
	13%	*9%*	*6%*	*9%*	*8%*	-	-	-	-	*10%*	-	*25%*	*22%*	*4%*
		38%	*10%*	*17%*	*28%*	-	-	-	-	*10%*	-	*3%*	*9%*	*2%*
ANY TV PLATFORM	78	47	22	21	34	8	1	2	3	13	-	1	5	8
	26%	*28%*	*30%*	*27%*	*26%*	*46%*	*100%*	*18%*	*36%*	*34%*	-	*18%*	*31%*	*39%*
		60%	*28%*	*26%*	*44%*	*11%*	*1%*	*3%*	*4%*	*17%*	-	*1%*	*7%*	*10%*
ANY PAID TV PLATFORM	43	28	11	13	22	3	-	-	2	8	-	-	4	4
	14%	*17%*	*15%*	*18%*	*16%*	*16%*	-	-	*24%*	*20%*	-	-	*25%*	*20%*
		65%	*25%*	*31%*	*50%*	*7%*	-	-	*4%*	*19%*	-	-	*10%*	*9%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.15 Subtitles for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or personally access a visual or hearing services and use any TV platform or paid for or free service to stream or download

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	303	182	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	297	164	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
ANY FREE-TO-AIR TV PLATFORM	35	19	11	7	13	5	1	2	1	5	-	1	1	4
	12%	*11%*	*15%*	*9%*	*10%*	*30%*	*100%*	*18%*	*12%*	*14%*	-	*18%*	*6%*	*19%*
		53%	*32%*	*20%*	*37%*	*16%*	*3%*	*6%*	*3%*	*16%*	-	*2%*	*3%*	*11%*
Don't know	25	19	11	9	18	2	-	3	2	5	-	-	1	2
	8%	*11%*	*15%*	*12%*	*13%*	*13%*	-	*23%*	*24%*	*11%*	-	-	*9%*	*11%*
		75%	*45%*	*36%*	*71%*	*9%*	-	*11%*	*8%*	*18%*	-	-	*6%*	*9%*
None	98	64	28	35	55	8	-	5	3	12	-	2	6	6
	33%	*39%*	*38%*	*46%*	*42%*	*42%*	-	*43%*	*40%*	*31%*	-	*56%*	*38%*	*30%*
		65%	*28%*	*36%*	*56%*	*8%*	-	*5%*	*3%*	*12%*	-	*3%*	*6%*	*6%*
Not Stated	2	2	1	1	2	-	-	-	-	1	-	-	-	1
	1%	*1%*	*1%*	*1%*	*1%*	-	-	-	-	*1%*	-	-	-	*5%*
		100%	*38%*	*62%*	*100%*	-	-	-	-	*38%*	-	-	-	*62%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.15 Subtitles for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or personally access a visual or hearing services and use any TV platform or paid for or free service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	303	118	124	210	224	22	24	180	187
Weighted Base	297	122	127	213	227	29**	28**	187	196
Netflix	28	12	11	25	25	3	1	24	24
	9%	*10%*	*8%*	*12%*	*11%*	*10%*	*3%*	*13%*	*12%*
		44%	*38%*	*91%*	*91%*	*11%*	*3%*	*87%*	*87%*
Amazon Prime Instant Video	4	3	3	4	4	1	-	4	4
	2%	*2%*	*2%*	*2%*	*2%*	*5%*	-	*2%*	*2%*
		64%	*64%*	*100%*	*100%*	*32%*	-	*100%*	*100%*
NowTV	1	-	-	1	1	-	-	1	1
	*	-	-	*	*	-	-	*	*
		-	-	*100%*	*100%*	-	-	*100%*	*100%*
Wuaki.tv	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	1	-	1	1	1	-	1	1	1
	*	-	*1%*	*	*	-	*3%*	*1%*	*
		-	*100%*	*100%*	*100%*	-	*100%*	*100%*	*100%*
Sky on Demand (not Sky Store)	3	1	-	3	3	-	-	3	3
	1%	*1%*	-	*1%*	*1%*	-	-	*2%*	*1%*
		46%	-	*100%*	*100%*	-	-	*100%*	*100%*
BT player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Talk Talk TV Store	1	-	-	1	1	-	-	1	1
	*	-	-	*	*	-	-	*	*
		-	-	*100%*	*100%*	-	-	*100%*	*100%*
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
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Access services research

Q.15 Subtitles for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or personally access a visual or hearing services and use any TV platform or paid for or free service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	303	118	124	210	224	22	24	180	187
Weighted Base	297	122	127	213	227	29**	28**	187	196
iTunes	2	-	-	-	-	2	-	-	2
	1%	-	-	-	-	*6%*	-	-	*1%*
		-	-	-	-	*100%*	-	-	*100%*
Google play	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Playstation Video	1	1	-	-	1	-	-	1	1
	*	*1%*	-	-	*	-	-	*	*
		100%	-	-	*100%*	-	-	*100%*	*100%*
Xbox Video	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
BBC iPlayer	45	25	15	27	35	9	4	36	40
	15%	*20%*	*12%*	*13%*	*16%*	*30%*	*14%*	*19%*	*20%*
		56%	*34%*	*60%*	*79%*	*20%*	*9%*	*80%*	*88%*
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.15 Subtitles for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or personally access a visual or hearing services and use any TV platform or paid for or free service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	303	118	124	210	224	22	24	180	187
Weighted Base	297	122	127	213	227	29**	28**	187	196
ITV Hub (formerly ITV Player)	3	2	1	2	3	-	1	2	2
	1%	*2%*	*1%*	*1%*	*1%*	-	*3%*	*1%*	*1%*
		75%	*25%*	*75%*	*100%*	-	*25%*	*75%*	*75%*
STV Player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
All 4	1	1	1	1	1	-	-	1	1
	*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	*1%*
		100%	*100%*	*100%*	*100%*	-	-	*100%*	*100%*
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	1	-	1	1	1	-	1	1	1
	*	-	*1%*	*	*	-	*3%*	*	*
		-	*100%*	*100%*	*100%*	-	*100%*	*100%*	*100%*
Other free-to-access service	2	-	2	2	2	1	-	2	2
	1%	-	*2%*	*1%*	*1%*	*5%*	-	*1%*	*1%*
		-	*100%*	*100%*	*100%*	*59%*	-	*100%*	*100%*
Sky - Digital Satellite TV for a monthly subscription	29	10	8	18	21	4	6	20	23
	10%	*8%*	*6%*	*8%*	*9%*	*13%*	*21%*	*11%*	*12%*
		34%	*28%*	*62%*	*72%*	*13%*	*21%*	*69%*	*78%*
Satellite TV from someone other than Sky	2	-	-	-	-	-	-	2	2
	1%	-	-	-	-	-	-	*1%*	*1%*
		-	-	-	-	-	-	*100%*	*100%*
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	2	2	2	2	2	1	-	2	2
	1%	*1%*	*1%*	*1%*	*1%*	*4%*	-	*1%*	*1%*
		100%	*100%*	*100%*	*100%*	*65%*	-	*100%*	*100%*
Virgin Media through cable	9	5	4	7	7	1	1	4	4
	3%	*4%*	*3%*	*3%*	*3%*	*4%*	*5%*	*2%*	*2%*
		58%	*43%*	*85%*	*85%*	*15%*	*15%*	*49%*	*49%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
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Access services research

Q.15 Subtitles for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or personally access a visual or hearing services and use any TV platform or paid for or free service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	303	118	124	210	224	22	24	180	187
Weighted Base	297	122	127	213	227	29**	28**	187	196
Freeview (excluding Freeview Play)	33	12	19	28	28	-	2	25	25
	11%	*10%*	*15%*	*13%*	*12%*	-	*8%*	*13%*	*13%*
		36%	*58%*	*84%*	*85%*	-	*6%*	*75%*	*75%*
Freeview Play	1	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
YouView set top box 68. BT TV (formerly BT Vision)	1	1	1	1	1	-	-	1	1
	*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	*1%*
		100%	*100%*	*100%*	*100%*	-	-	*100%*	*100%*
Talk Talk TV	3	1	3	3	3	-	-	1	1
	1%	*1%*	*2%*	*1%*	*1%*	-	-	*1%*	*1%*
		40%	*100%*	*100%*	*100%*	-	-	*40%*	*40%*
Your TV service	2	-	-	2	2	-	-	2	2
	1%	-	-	*1%*	*1%*	-	-	*1%*	*1%*
		-	-	*100%*	*100%*	-	-	*100%*	*100%*
SUMMARY CODES									
ANY FREE NON-LINEAR SERVICE	52	29	20	34	43	10	6	43	46
	18%	*23%*	*16%*	*16%*	*19%*	*35%*	*20%*	*23%*	*24%*
		55%	*39%*	*64%*	*82%*	*20%*	*11%*	*82%*	*89%*
ANY PSB NON-LINEAR SERVICE	49	29	17	30	40	9	5	40	43
	17%	*23%*	*14%*	*14%*	*18%*	*30%*	*17%*	*21%*	*22%*
		58%	*35%*	*62%*	*81%*	*18%*	*10%*	*80%*	*88%*
ANY PAID NON-LINEAR SERVICE	40	17	14	35	36	6	2	35	36
	13%	*14%*	*11%*	*16%*	*16%*	*21%*	*7%*	*18%*	*18%*
		43%	*36%*	*88%*	*90%*	*15%*	*5%*	*87%*	*91%*
ANY TV PLATFORM	78	31	36	58	62	6	9	54	57
	26%	*25%*	*28%*	*27%*	*27%*	*21%*	*33%*	*29%*	*29%*
		39%	*46%*	*75%*	*79%*	*8%*	*12%*	*70%*	*73%*
ANY PAID TV PLATFORM	43	17	16	29	32	5	7	28	31
	14%	*14%*	*12%*	*14%*	*14%*	*18%*	*26%*	*15%*	*16%*
		40%	*36%*	*68%*	*74%*	*12%*	*17%*	*65%*	*72%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.15 Subtitles for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or personally access a visual or hearing services and use any TV platform or paid for or free service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	303	118	124	210	224	22	24	180	187
Weighted Base	297	122	127	213	227	29**	28**	187	196
ANY FREE-TO-AIR TV PLATFORM	35	14	21	29	30	1	2	26	26
	12%	*11%*	*16%*	*14%*	*13%*	*4%*	*8%*	*14%*	*13%*
		39%	*59%*	*83%*	*85%*	*3%*	*6%*	*75%*	*75%*
Don't know	25	8	10	14	14	-	-	10	10
	8%	*6%*	*8%*	*7%*	*6%*	-	-	*5%*	*5%*
		32%	*41%*	*56%*	*56%*	-	-	*38%*	*38%*
None	98	37	46	70	71	7	11	44	46
	33%	*30%*	*36%*	*33%*	*31%*	*23%*	*40%*	*24%*	*23%*
		38%	*46%*	*71%*	*72%*	*7%*	*12%*	*45%*	*46%*
Not Stated	2	1	1	1	1	-	-	-	-
	1%	*	*	*	*	-	-	-	-
		38%	*38%*	*38%*	*38%*	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.15 Subtitles for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?
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		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	303	91	41	88	45	168	30	80	39	83	41	138	27
Weighted Base	297	95*	41*	93*	45*	172	27**	86*	37*	89*	41*	146	21**
Netflix	28	7	6	9	8	21	3	6	5	7	6	22	1
	9%	*8%*	*15%*	*10%*	*17%*	*12%*	*10%*	*7%*	*12%*	*7%*	*15%*	*15%*	*4%*
		27%	*23%*	*33%*	*27%*	*76%*	*10%*	*22%*	*17%*	*24%*	*21%*	*80%*	*3%*
Amazon Prime Instant Video	4	1	2	2	-	4	-	3	-	3	-	3	-
	2%	*1%*	*4%*	*2%*	-	*3%*	-	*4%*	-	*3%*	-	*2%*	-
		32%	*36%*	*36%*	-	*100%*	-	*68%*	-	*68%*	-	*68%*	-
NowTV	1	-	-	-	-	1	-	-	-	-	-	1	-
	*	-	-	-	-	*	-	-	-	-	-	*	-
		-	-	-	-	*100%*	-	-	-	-	-	*100%*	-
Wuaki.tv	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	1	-	1	-	-	-	-	-	1	-	1	-	-
	*	-	*2%*	-	-	-	-	-	*3%*	-	*2%*	-	-
		-	*100%*	-	-	-	-	-	*100%*	-	*100%*	-	-
Sky on Demand (not Sky Store)	3	1	-	1	1	3	-	-	-	-	1	2	-
	1%	*1%*	-	*1%*	*3%*	*2%*	-	-	-	-	*3%*	*2%*	-
		20%	-	*20%*	*46%*	*100%*	-	-	-	-	*46%*	*80%*	-
BT player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	1	1	-	1	-	1	-	-	-	-	-	-	-
	*	*1%*	-	*1%*	-	*	-	-	-	-	-	-	-
		100%	-	*100%*	-	*100%*	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
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KANTAR MEDIA

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Unweighted Base	303	91	41	88	45	168	30	80	39	83	41	138	27
Weighted Base	297	95*	41*	93*	45*	172	27**	86*	37*	89*	41*	146	21**
iTunes	2	-	-	-	-	-	-	2	-	-	-	-	-
	1%	-	-	-	-	-	-	*2%*	-	-	-	-	-
		-	-	-	-	-	-	*100%*	-	-	-	-	-
Google play	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Playstation Video	1	1	-	1	-	1	-	1	-	1	-	1	-
	*	*1%*	-	*1%*	-	*	-	*1%*	-	*1%*	-	*1%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
Xbox Video	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
BBC iPlayer	45	20	3	20	6	28	2	19	5	21	8	28	2
	15%	*21%*	*7%*	*21%*	*13%*	*16%*	*7%*	*22%*	*14%*	*23%*	*18%*	*19%*	*10%*
		45%	*6%*	*44%*	*13%*	*63%*	*4%*	*43%*	*12%*	*46%*	*17%*	*63%*	*5%*
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

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Unweighted Base	303	91	41	88	45	168	30	80	39	83	41	138	27
Weighted Base	297	95*	41*	93*	45*	172	27**	86*	37*	89*	41*	146	21**
ITV Hub (formerly ITV Player)	3	1	-	2	-	2	1	2	-	2	-	2	-
	1%	*1%*	-	*2%*	-	*1%*	*3%*	*2%*	-	*2%*	-	*2%*	-
		25%	-	*50%*	-	*71%*	*29%*	*50%*	-	*50%*	-	*71%*	-
STV Player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
All 4	1	1	-	1	-	1	-	1	-	1	-	1	-
	*	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	1	-	1	1	-	1	-	-	1	1	-	1	-
	*	-	*2%*	*1%*	-	*	-	-	*2%*	*1%*	-	*1%*	-
		-	*100%*	*100%*	-	*100%*	-	-	*100%*	*100%*	-	*100%*	-
Other free-to-access service	2	-	2	-	1	2	-	-	2	1	1	1	-
	1%	-	*6%*	-	*2%*	*1%*	-	-	*6%*	*1%*	*3%*	*1%*	-
		-	100%ac	-	*41%*	*100%*	-	-	100%gk	*41%*	*59%*	*41%*	-
Sky - Digital Satellite TV for a monthly subscription	29	8	7	6	6	18	3	7	6	7	6	15	3
	10%	*9%*	*17%*	*7%*	*13%*	*11%*	*10%*	*8%*	*15%*	*8%*	*14%*	*10%*	*16%*
		28%	*24%*	*22%*	*20%*	*63%*	*9%*	*23%*	*19%*	*24%*	*19%*	*51%*	*12%*
Satellite TV from someone other than Sky	2	2	-	2	-	-	2	2	-	2	-	2	-
	1%	*2%*	-	*2%*	-	-	*6%*	*2%*	-	*2%*	-	*1%*	-
		100%	-	*100%*	-	-	*100%*	*100%*	-	*100%*	-	*100%*	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	2	2	-	2	-	2	-	2	-	2	-	2	-
	1%	*2%*	-	*2%*	-	*1%*	-	*2%*	-	*2%*	-	*1%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
Virgin Media through cable	9	4	1	3	1	3	2	2	1	2	1	4	1
	3%	*4%*	*2%*	*3%*	*2%*	*2%*	*7%*	*2%*	*2%*	*2%*	*2%*	*3%*	*4%*
		41%	*10%*	*30%*	*10%*	*36%*	*22%*	*21%*	*10%*	*21%*	*10%*	*46%*	*10%*

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Unweighted Base	303	91	41	88	45	168	30	80	39	83	41	138	27
Weighted Base	297	95*	41*	93*	45*	172	27**	86*	37*	89*	41*	146	21**
Freeview (excluding Freeview Play)	33	11	4	10	4	26	3	11	4	11	3	21	4
	11%	*12%*	*10%*	*10%*	*9%*	*15%*	*10%*	*12%*	*11%*	*13%*	*8%*	*15%*	*17%*
		34%	*13%*	*29%*	*12%*	*78%*	*8%*	*32%*	*13%*	*35%*	*10%*	*64%*	*11%*
Freeview Play	1	1	-	1	-	1	-	1	-	1	-	1	-
	*	*1%*	-	*1%*	-	*	-	*1%*	-	*1%*	-	*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
YouView set top box 68. BT TV (formerly BT Vision)	1	-	-	-	-	1	-	-	-	-	-	1	-
	*	-	-	-	-	*1%*	-	-	-	-	-	*1%*	-
		-	-	-	-	*100%*	-	-	-	-	-	*100%*	-
Talk Talk TV	3	2	-	2	-	2	-	2	-	2	-	2	-
	1%	*2%*	-	*2%*	-	*1%*	-	*2%*	-	*2%*	-	*1%*	-
		60%	-	*60%*	-	*60%*	-	*60%*	-	*60%*	-	*60%*	-
Your TV service	2	2	-	2	-	2	-	2	-	2	-	2	-
	1%	*2%*	-	*2%*	-	*1%*	-	*2%*	-	*2%*	-	*1%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
SUMMARY CODES													
ANY FREE NON-LINEAR SERVICE	52	22	6	23	7	35	3	22	8	25	9	33	2
	18%	*23%*	*14%*	*25%*	*15%*	*20%*	*11%*	*26%*	*23%*	*28%*	*22%*	*23%*	*10%*
		42%	*11%*	*45%*	*13%*	*66%*	*5%*	*42%*	*16%*	*48%*	*17%*	*64%*	*4%*
ANY PSB NON-LINEAR SERVICE	49	22	3	23	6	32	3	22	5	24	8	32	2
	17%	*23%*	*7%*	*24%*	*13%*	*18%*	*11%*	*26%*	*14%*	*27%*	*18%*	*22%*	*10%*
		45%b	*6%*	46%b	*12%*	*64%*	*6%*	*44%*	*11%*	*48%*	*15%*	*64%*	*4%*
ANY PAID NON-LINEAR SERVICE	40	11	9	13	9	31	3	12	6	10	8	29	1
	13%	*11%*	*21%*	*14%*	*20%*	*18%*	*10%*	*14%*	*15%*	*12%*	*20%*	*20%*	*4%*
		27%	*22%*	*32%*	*22%*	*77%*	*7%*	*29%*	*14%*	*26%*	*21%*	*73%*	*2%*
ANY TV PLATFORM	78	28	12	24	11	52	9	24	11	26	10	46	8
	26%	*30%*	*29%*	*26%*	*24%*	*30%*	*32%*	*28%*	*29%*	*29%*	*24%*	*32%*	*38%*
		36%	*15%*	*31%*	*14%*	*66%*	*11%*	*31%*	*14%*	*33%*	*13%*	*59%*	*10%*

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Unweighted Base	303	91	41	88	45	168	30	80	39	83	41	138	27
Weighted Base	297	95*	41*	93*	45*	172	27**	86*	37*	89*	41*	146	21**
ANY PAID TV PLATFORM	43	15	8	12	7	24	6	12	6	12	6	23	4
	14%	*16%*	*19%*	*13%*	*15%*	*14%*	*22%*	*13%*	*17%*	*13%*	*16%*	*16%*	*21%*
		35%	*18%*	*28%*	*16%*	*56%*	*14%*	*27%*	*15%*	*28%*	*15%*	*54%*	*10%*
ANY FREE-TO-AIR TV PLATFORM	35	13	4	12	4	28	3	13	4	14	3	23	4
	12%	*14%*	*10%*	*13%*	*9%*	*16%*	*10%*	*15%*	*11%*	*15%*	*8%*	*16%*	*17%*
		38%	*12%*	*33%*	*12%*	*79%*	*8%*	*36%*	*12%*	*39%*	*10%*	*66%*	*10%*
Don't know	25	5	4	3	5	11	2	3	2	3	3	8	2
	8%	*6%*	*9%*	*3%*	*11%*	*6%*	*7%*	*3%*	*5%*	*3%*	*8%*	*5%*	*9%*
		22%	*15%*	*13%*	*20%*	*44%*	*8%*	*11%*	*8%*	*10%*	*13%*	*30%*	*8%*
None	98	26	11	27	14	42	10	24	10	24	10	28	8
	33%	*27%*	*26%*	*29%*	*30%*	*24%*	*38%*	*27%*	*27%*	*26%*	*25%*	*19%*	*36%*
		26%	*11%*	*28%*	*14%*	*43%*	*11%*	*24%*	*10%*	*24%*	*10%*	*29%*	*8%*
Not Stated	2	2	-	1	-	-	1	-	1	-	1	-	1
	1%	*2%*	-	*1%*	-	-	*2%*	-	*2%*	-	*1%*	-	*3%*
		100%	-	*38%*	-	-	*38%*	-	*38%*	-	*38%*	-	*38%*

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	Audio description for those with any difficulty seeing	Signing for those with any difficulty hearing	Subtitles for those with any difficulty hearing
Unweighted Base	150	150	150
Weighted Base	133	133	133
Netflix	5	2	9
	4%	*2%*	*6%*
Amazon Prime Instant Video	-	-	-
	-	-	-
NowTV	1	-	1
	1%	-	*1%*
Wuaki.tv	-	-	-
	-	-	-
Sky Store	-	-	-
	-	-	-
Sky Go (not Sky Store)	-	-	-
	-	-	-
Sky on Demand (not Sky Store)	-	-	-
	-	-	-
BT player	-	-	-
	-	-	-
Talk Talk TV Store	-	-	-
	-	-	-
Virgin on Demand pay-per-view	-	-	-
	-	-	-
iTunes	-	-	2
	-	-	*1%*
Google play	2	-	-
	1%	-	-
Blinkbox	-	-	-
	-	-	-
Playstation Video	-	-	-
	-	-	-
Xbox Video	-	-	-
	-	-	-

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	Audio description for those with any difficulty seeing	Signing for those with any difficulty hearing	Subtitles for those with any difficulty hearing
Unweighted Base	150	150	150
Weighted Base	133	133	133
DisneyLife	-	-	-
	-	-	-
BBC Store	-	-	-
	-	-	-
Other paid-for service	-	-	-
	-	-	-
BBC iPlayer	13	18	11
	10%	*13%*	*8%*
My5 (formerly Demand 5)	-	-	-
	-	-	-
ITV Hub (formerly ITV Player)	-	-	2
	-	-	*1%*
STV Player	-	-	-
	-	-	-
UTV Player	-	-	-
	-	-	-
All 4	-	-	-
	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	-	-	-
	-	-	-
Other free-to-access service	-	-	-
	-	-	-
Sky - Digital Satellite TV for a monthly subscription	11	9	13
	8%	*7%*	*10%*
Satellite TV from someone other than Sky	-	-	-
	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	-	-	-
	-	-	-
Virgin Media through cable	7	7	6
	5%	*5%*	*4%*

KANTAR MEDIA

Access services research

Q.15 ... is not always available. On which of the following is it a priority for you to have this made available?
Base: All who use any TV platform or paid for or free service to stream or download

	Audio description for those with any difficulty seeing	Signing for those with any difficulty hearing	Subtitles for those with any difficulty hearing
Unweighted Base	150	150	150
Weighted Base	133	133	133
Freeview (excluding Freeview Play)	13 *10%*	13 *9%*	12 *9%*
Freeview Play	1 *1%*	1 *1%*	1 *
YouView set top box 68.	-	-	-
BT TV (formerly BT Vision)	-	-	-
Talk Talk TV	2 *1%*	2 *1%*	3 *2%*
Your TV service	- -	1 *1%*	- -
SUMMARY CODES			
ANY FREE NON-LINEAR SERVICE	13 *10%*	18 *13%*	13 *10%*
ANY PSB NON-LINEAR SERVICE	13 *10%*	18 *13%*	13 *10%*
ANY PAID NON-LINEAR SERVICE	8 *6%*	2 *2%*	11 *8%*
ANY TV PLATFORM	33 *25%*	31 *23%*	34 *26%*
ANY PAID TV PLATFORM	19 *15%*	17 *13%*	22 *16%*
ANY FREE-TO-AIR TV PLATFORM	14 *10%*	14 *10%*	13 *10%*
Don't know	19 *14%*	16 *12%*	18 *13%*
None	59 *44%*	63 *48%*	55 *42%*
Not Stated	2 *1%*	2 *1%*	2 *1%*

KANTAR MEDIA

Access services research

Q.15 Audio description for those with any difficulty seeing is not always available. On which of the following is it a priority for you to have this made available?
Base: All who use any TV platform or paid for or free service to stream or download

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	150	63	87	20	44	86	66	84	109	41	108	17	18	7
Weighted Base	133	54*	79*	24**	50*	59*	56*	77*	98*	35*	104*	18**	9**	2**
Netflix	5	1	4	5	-	-	4	1	1	4	2	3	-	-
	4%	*2%*	*5%*	*22%*	-	-	*7%*	*2%*	*1%*	*12%*	*2%*	*19%*	-	-
		22%	*78%*	*100%*	-	-	*78%*	*22%*	*22%*	*78%h*	*36%*	*64%*	-	-
Amazon Prime Instant Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
NowTV	1	-	1	1	-	-	-	1	1	-	-	-	1	-
	1%	-	*1%*	*3%*	-	-	-	*1%*	*1%*	-	-	-	*8%*	-
		-	*100%*	*100%*	-	-	-	*100%*	*100%*	-	-	-	*100%*	-
Wuaki.tv	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky on Demand (not Sky Store)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BT player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
iTunes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

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		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	150	63	87	20	44	86	66	84	109	41	108	17	18	7
Weighted Base	133	54*	79*	24**	50*	59*	56*	77*	98*	35*	104*	18**	9**	2**
Google play	2	2	-	2	-	-	2	-	2	-	2	-	-	-
	1%	*3%*	-	*7%*	-	-	*3%*	-	*2%*	-	*2%*	-	-	-
		100%	-	*100%*	-	-	*100%*	-	*100%*	-	*100%*	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC iPlayer	13	5	8	3	6	4	5	7	6	6	9	3	1	-
	10%	*9%*	*10%*	*14%*	*12%*	*6%*	*10%*	*10%*	*7%*	*19%*	*8%*	*18%*	*11%*	-
		38%	*62%*	*25%*	*45%*	*29%*	*42%*	*58%*	*50%*	*50%*	*67%*	*26%*	*7%*	-
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
ITV Hub (formerly ITV Player)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
STV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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Unweighted Base	150	63	87	20	44	86	66	84	109	41	108	17	18	7
Weighted Base	133	54*	79*	24**	50*	59*	56*	77*	98*	35*	104*	18**	9**	2**
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
All 4	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other free-to-access service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky - Digital Satellite TV for a monthly subscription	11	5	6	1	7	3	5	7	11	-	10	1	*	-
	8%	*9%*	*8%*	*3%*	*15%*	*5%*	*8%*	*8%*	*11%*	-	*10%*	*4%*	*4%*	-
		46%	*54%*	*7%*	*67%*	*26%*	*41%*	*59%*	100%i	-	*91%*	*6%*	*3%*	-
Satellite TV from someone other than Sky	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media through cable	7	1	6	1	3	3	1	6	5	2	5	1	-	-
	5%	*1%*	*8%*	*5%*	*5%*	*5%*	*2%*	*7%*	*5%*	*6%*	*5%*	*7%*	-	-
		11%	*89%*	*19%*	*40%*	*41%*	*16%*	*84%*	*68%*	*32%*	*81%*	*19%*	-	-
Freeview (excluding Freeview Play)	13	5	8	-	3	9	6	7	8	5	8	1	2	1
	10%	*9%*	*10%*	-	*7%*	*16%*	*11%*	*9%*	*8%*	*14%*	*8%*	*7%*	*28%*	*35%*
		40%	*60%*	-	*27%*	*73%*	*46%*	*54%*	*61%*	*39%*	*65%*	*10%*	*19%*	*6%*
Freeview Play	1	-	1	-	-	1	1	-	1	-	1	-	-	-
	1%	-	*1%*	-	-	*2%*	*2%*	-	*1%*	-	*1%*	-	-	-
		-	*100%*	-	-	*100%*	*100%*	-	*100%*	-	*100%*	-	-	-
YouView set top box 68. BT TV (formerly BT Vision)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	150	63	87	20	44	86	66	84	109	41	108	17	18	7
Weighted Base	133	54*	79*	24**	50*	59*	56*	77*	98*	35*	104*	18**	9**	2**
Talk Talk TV	2	-	2	-	2	-	2	-	2	-	2	-	-	-
	1%	-	*2%*	-	*3%*	-	*3%*	-	*2%*	-	*2%*	-	-	-
		-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	-	-
Your TV service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY FREE NON-LINEAR SERVICE	13	5	8	3	6	4	5	7	6	6	9	3	1	-
	10%	*9%*	*10%*	*14%*	*12%*	*6%*	*10%*	*10%*	*7%*	*19%*	*8%*	*18%*	*11%*	-
		38%	*62%*	*25%*	*45%*	*29%*	*42%*	*58%*	*50%*	*50%*	*67%*	*26%*	*7%*	-
ANY PSB NON-LINEAR SERVICE	13	5	8	3	6	4	5	7	6	6	9	3	1	-
	10%	*9%*	*10%*	*14%*	*12%*	*6%*	*10%*	*10%*	*7%*	*19%*	*8%*	*18%*	*11%*	-
		38%	*62%*	*25%*	*45%*	*29%*	*42%*	*58%*	*50%*	*50%*	*67%*	*26%*	*7%*	-
ANY PAID NON-LINEAR SERVICE	8	3	5	8	-	-	6	2	4	4	4	3	1	-
	6%	*5%*	*6%*	*32%*	-	-	*10%*	*2%*	*4%*	*12%*	*3%*	*19%*	*8%*	-
		37%	*63%*	*100%*	-	-	*75%*	*25%*	*46%*	*54%*	*46%*	*44%*	*9%*	-
ANY TV PLATFORM	33	11	22	2	15	16	14	19	26	7	26	3	3	1
	25%	*20%*	*28%*	*9%*	*30%*	*27%*	*25%*	*25%*	*27%*	*20%*	*25%*	*18%*	*31%*	*35%*
		33%	*67%*	*6%*	*46%*	*48%*	*43%*	*57%*	*78%*	*22%*	*79%*	*10%*	*8%*	*2%*
ANY PAID TV PLATFORM	19	6	14	2	12	6	7	12	17	2	17	2	*	-
	15%	*11%*	*17%*	*9%*	*23%*	*9%*	*13%*	*16%*	*18%*	*6%*	*16%*	*11%*	*4%*	-
		30%	*70%*	*11%*	*60%*	*29%*	*37%*	*63%*	*89%*	*11%*	*88%*	*10%*	*2%*	-
ANY FREE-TO-AIR TV PLATFORM	14	5	9	-	3	10	7	7	9	5	9	1	2	1
	10%	*9%*	*11%*	-	*7%*	*18%*	*12%*	*9%*	*9%*	*14%*	*9%*	*7%*	*28%*	*35%*
		37%	*63%*	-	*25%*	*75%*	*50%*	*50%*	*64%*	*36%*	*67%*	*9%*	*18%*	*6%*
Don't know	19	10	9	1	7	10	7	12	18	*	14	3	1	1
	14%	*18%*	*11%*	*6%*	*14%*	*17%*	*12%*	*15%*	*19%*	*1%*	*13%*	*16%*	*11%*	*28%*
		54%	*46%*	*8%*	*39%*	*54%*	*37%*	*63%*	98%i	*2%*	*75%*	*16%*	*5%*	*3%*
None	59	25	34	9	22	28	23	36	42	17	50	5	3	1
	44%	*46%*	*43%*	*39%*	*44%*	*47%*	*41%*	*47%*	*43%*	*48%*	*48%*	*29%*	*39%*	*38%*
		43%	*57%*	*16%*	*37%*	*47%*	*39%*	*61%*	*72%*	*28%*	*84%*	*9%*	*6%*	*1%*
Not Stated	2	1	1	-	-	2	1	1	2	-	2	-	-	-
	1%	*1%*	*1%*	-	-	*3%*	*1%*	*1%*	*2%*	-	*2%*	-	-	-
		38%	*62%*	-	-	*100%*	*38%*	*62%*	*100%*	-	*100%*	-	-	-

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Base: All who use any TV platform or paid for or free service to stream or download

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	150	150	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	133	133	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
Netflix	5	5	3	3	5	-	-	-	-	3	-	-	2	1
	4%	*4%*	*3%*	*4%*	*4%*	-	-	-	-	*6%*	-	-	*12%*	*4%*
		100%	*48%*	*52%*	*100%*	-	-	-	-	*48%*	-	-	*38%*	*14%*
Amazon Prime Instant	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
NowTV	1	1	1	-	1	-	-	-	-	1	-	-	-	-
	1%	*1%*	*1%*	-	*1%*	-	-	-	-	*2%*	-	-	-	-
		100%	*100%*	-	*100%*	-	-	-	-	*100%*	-	-	-	-
Wuaki.tv	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky on Demand (not Sky	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Store)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BT player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin on Demand pay-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
per-view	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
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Access services research

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		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	150	150	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	133	133	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
iTunes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Google play	2	2	-	2	2	-	-	-	-	-	-	-	2	-
	1%	*1%*	-	*2%*	*1%*	-	-	-	-	-	-	-	*10%*	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	*100%*	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC iPlayer	13	13	7	6	13	-	-	2	-	5	-	-	-	2
	10%	*10%*	*10%*	*8%*	*10%*	-	-	*16%*	-	*13%*	-	-	-	*11%*
		100%	*55%*	*45%*	*100%*	-	-	*15%*	-	*40%*	-	-	-	*17%*
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
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		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	150	150	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	133	133	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
ITV Hub (formerly ITV Player)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
STV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
All 4	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other free-to-access service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky - Digital Satellite TV for a monthly subscription	11	11	6	7	11	2	-	-	1	4	-	-	4	1
	8%	*8%*	*8%*	*9%*	*8%*	*10%*	-	-	*7%*	*11%*	-	-	*25%*	*4%*
		100%	*52%*	*65%*	*100%*	*16%*	-	-	*5%*	*40%*	-	-	*38%*	*7%*
Satellite TV from someone other than Sky	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media through cable	7	7	4	4	7	1	-	1	-	2	-	-	-	3
	5%	*5%*	*5%*	*5%*	*5%*	*7%*	-	*7%*	-	*5%*	-	-	-	*15%*
		100%	*60%*	*59%*	*100%*	*19%*	-	*13%*	-	*32%*	-	-	-	*46%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
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Unweighted Base	150	150	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	133	133	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
Freeview (excluding Freeview Play)	13	13	8	9	13	5	1	2	-	5	-	1	4	4
	10%	*10%*	*11%*	*12%*	*10%*	*25%*	*100%*	*15%*	-	*12%*	-	*18%*	*22%*	*19%*
		100%	*61%*	*74%*	*100%*	*36%*	*9%*	*14%*	-	*38%*	-	*6%*	*28%*	*30%*
Freeview Play	1	1	1	1	1	1	-	-	1	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*3%*	-	-	*7%*	-	-	-	-	-
		100%	*100%*	*50%*	*100%*	*50%*	-	-	*50%*	-	-	-	-	-
YouView set top box 68.	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BT TV (formerly BT	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Vision)		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV	2	2	-	2	2	-	-	-	-	-	-	-	-	-
	1%	*1%*	-	*2%*	*1%*	-	-	-	-	-	-	-	-	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	-	-
Your TV service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY FREE NON-LINEAR SERVICE	13	13	7	6	13	-	-	2	-	5	-	-	-	2
	10%	*10%*	*10%*	*8%*	*10%*	-	-	*16%*	-	*13%*	-	-	-	*11%*
		100%	*55%*	*45%*	*100%*	-	-	*15%*	-	*40%*	-	-	-	*17%*
ANY PSB NON-LINEAR SERVICE	13	13	7	6	13	-	-	2	-	5	-	-	-	2
	10%	*10%*	*10%*	*8%*	*10%*	-	-	*16%*	-	*13%*	-	-	-	*11%*
		100%	*55%*	*45%*	*100%*	-	-	*15%*	-	*40%*	-	-	-	*17%*
ANY PAID NON-LINEAR SERVICE	8	8	3	4	8	-	-	-	-	3	-	-	4	1
	6%	*6%*	*4%*	*6%*	*6%*	-	-	-	-	*8%*	-	-	*22%*	*4%*
		100%	*43%*	*57%*	*100%*	-	-	-	-	*43%*	-	-	*47%*	*10%*
ANY TV PLATFORM	33	33	19	23	33	8	1	3	1	11	-	1	8	8
	25%	*25%*	*25%*	*29%*	*25%*	*44%*	*100%*	*22%*	*13%*	*29%*	-	*18%*	*47%*	*39%*
		100%	*56%*	*68%*	*100%*	*25%*	*3%*	*8%*	*3%*	*35%*	-	*2%*	*24%*	*23%*
ANY PAID TV PLATFORM	19	19	10	13	19	3	-	1	1	7	-	-	4	4
	15%	*15%*	*13%*	*16%*	*15%*	*17%*	-	*7%*	*7%*	*16%*	-	-	*25%*	*20%*
		100%	*51%*	*65%*	*100%*	*16%*	-	*5%*	*3%*	*34%*	-	-	*22%*	*20%*

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	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	150	150	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	133	133	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
ANY FREE-TO-AIR TV PLATFORM	14	14	9	10	14	5	1	2	1	5	-	1	4	4
	10%	*10%*	*12%*	*13%*	*10%*	*28%*	*100%*	*15%*	*7%*	*12%*	-	*18%*	*22%*	*19%*
		100%	*64%*	*72%*	*100%*	*37%*	*8%*	*13%*	*4%*	*35%*	-	*6%*	*26%*	*28%*
Don't know	19	19	11	10	19	3	-	1	1	6	-	-	2	3
	14%	*14%*	*15%*	*13%*	*14%*	*16%*	-	*9%*	*18%*	*14%*	-	-	*11%*	*15%*
		100%	*61%*	*56%*	*100%*	*16%*	-	*6%*	*7%*	*31%*	-	-	*10%*	*16%*
None	59	59	33	33	59	7	-	6	5	14	-	4	3	5
	44%	*44%*	*45%*	*43%*	*44%*	*39%*	-	*53%*	*69%*	*35%*	-	*82%*	*21%*	*27%*
		100%	*57%*	*56%*	*100%*	*12%*	-	*11%*	*9%*	*23%*	-	*6%*	*6%*	*9%*
Not Stated	2	2	1	1	2	-	-	-	-	1	-	-	-	1
	1%	*1%*	*1%*	*1%*	*1%*	-	-	-	-	*1%*	-	-	-	*5%*
		100%	*38%*	*62%*	*100%*	-	-	-	-	*38%*	-	-	-	*62%*

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		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	150	38	43	79	83	2	2	32	34
Weighted Base	133	33*	39*	73*	76*	3**	2**	29**	32**
Netflix	5	1	1	5	5	-	-	4	4
	4%	*4%*	*3%*	*7%*	*7%*	-	-	*14%*	*13%*
		22%	*22%*	*100%*	*100%*	-	-	*78%*	*78%*
Amazon Prime Instant Video	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
NowTV	1	-	-	1	1	-	-	1	1
	1%	-	-	*1%*	*1%*	-	-	*2%*	*2%*
		-	-	*100%*	*100%*	-	-	*100%*	*100%*
Wuaki.tv	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky on Demand (not Sky Store)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
BT player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

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	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	150	38	43	79	83	2	2	32	34
Weighted Base	133	33*	39*	73*	76*	3**	2**	29**	32**
iTunes	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Google play	2	-	-	-	-	2	-	-	2
	1%	-	-	-	-	*48%*	-	-	*5%*
		-	-	-	-	*100%*	-	-	*100%*
Blinkbox	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
BBC iPlayer	13	4	3	6	8	-	-	6	6
	10%	*14%*	*7%*	*9%*	*10%*	-	-	*22%*	*20%*
		34%	*21%*	*49%*	*60%*	-	-	*49%*	*49%*
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

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		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	150	38	43	79	83	2	2	32	34
Weighted Base	133	33*	39*	73*	76*	3**	2**	29**	32**
ITV Hub (formerly ITV Player)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
STV Player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
All 4	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Other free-to-access service	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky - Digital Satellite TV for a monthly subscription	11	5	4	7	7	2	1	2	4
	8%	*15%*	*9%*	*10%*	*10%*	*52%*	*66%*	*8%*	*11%*
		43%	*32%*	*67%*	*67%*	*16%*	*12%*	*21%*	*33%*
Satellite TV from someone other than Sky	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Virgin Media through cable	7	3	1	5	5	-	-	1	1
	5%	*8%*	*4%*	*7%*	*7%*	-	-	*5%*	*5%*
		40%	*21%*	*81%*	*81%*	-	-	*22%*	*22%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
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Access services research

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	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	150	38	43	79	83	2	2	32	34
Weighted Base	133	33*	39*	73*	76*	3**	2**	29**	32**
Freeview (excluding Freeview Play)	13	1	4	5	5	-	1	2	2
	10%	*4%*	*11%*	*7%*	*7%*	-	*34%*	*5%*	*5%*
		11%	*34%*	*38%*	*42%*	-	*5%*	*12%*	*12%*
Freeview Play	1	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
YouView set top box 68.	-	-	-	-	-	-	-	-	-
BT TV (formerly BT	-	-	-	-	-	-	-	-	-
Vision)		-	-	-	-	-	-	-	-
Talk Talk TV	2	-	2	2	2	-	-	-	-
	1%	-	*4%*	*2%*	*2%*	-	-	-	-
		-	*100%*	*100%*	*100%*	-	-	-	-
Your TV service	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SUMMARY CODES									
ANY FREE NON-LINEAR	13	4	3	6	8	-	-	6	6
SERVICE	*10%*	*14%*	*7%*	*9%*	*10%*	-	-	*22%*	*20%*
		34%	*21%*	*49%*	*60%*	-	-	*49%*	*49%*
ANY PSB NON-LINEAR	13	4	3	6	8	-	-	6	6
SERVICE	*10%*	*14%*	*7%*	*9%*	*10%*	-	-	*22%*	*20%*
		34%	*21%*	*49%*	*60%*	-	-	*49%*	*49%*
ANY PAID NON-LINEAR	8	1	1	6	6	2	-	5	7
SERVICE	*6%*	*4%*	*3%*	*8%*	*8%*	*48%*	-	*17%*	*20%*
		15%	*15%*	*79%*	*79%*	*21%*	-	*63%*	*85%*
ANY TV PLATFORM	33	9	11	19	20	2	2	5	7
	25%	*27%*	*28%*	*26%*	*26%*	*52%*	*100%*	*18%*	*21%*
		27%	*32%*	*58%*	*60%*	*5%*	*6%*	*16%*	*20%*
ANY PAID TV PLATFORM	19	7	6	14	14	2	1	4	5
	15%	*23%*	*17%*	*20%*	*19%*	*52%*	*66%*	*13%*	*16%*
		39%	*33%*	*75%*	*75%*	*9%*	*7%*	*20%*	*27%*

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	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	150	38	43	79	83	2	2	32	34
Weighted Base	133	33*	39*	73*	76*	3**	2**	29**	32**
ANY FREE-TO-AIR TV PLATFORM	14	1	4	5	5	-	1	2	2
	10%	*4%*	*11%*	*7%*	*7%*	-	*34%*	*5%*	*5%*
		10%	*31%*	*35%*	*39%*	-	*5%*	*11%*	*11%*
Don't know	19	4	3	6	7	-	-	3	3
	14%	*12%*	*9%*	*9%*	*9%*	-	-	*9%*	*8%*
		22%	*18%*	*34%*	*37%*	-	-	*14%*	*14%*
None	59	13	20	34	35	-	-	10	10
	44%	*41%*	*52%*	*47%*	*46%*	-	-	*35%*	*31%*
		23%	*35%*	*58%*	*59%*	-	-	*17%*	*17%*
Not Stated	2	1	1	1	1	-	-	-	-
	1%	*2%*	*2%*	*1%*	*1%*	-	-	-	-
		38%	*38%*	*38%*	*38%*	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
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		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	150	40	20	43	20	58	23	34	21	35	21	52	19
Weighted Base	133	41*	17**	41*	17**	53*	19**	35**	16**	36**	17**	51*	14**
Netflix	5	3	-	3	-	5	-	3	-	4	-	4	-
	4%	*8%*	-	*8%*	-	*10%*	-	*10%*	-	*12%*	-	*8%*	-
		64%	-	*64%*	-	*100%*	-	*64%*	-	*78%*	-	*78%*	-
Amazon Prime Instant Video	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
NowTV	1	-	-	-	-	1	-	-	-	-	-	1	-
	1%	-	-	-	-	*1%*	-	-	-	-	-	*1%*	-
		-	-	-	-	*100%*	-	-	-	-	-	*100%*	-
Wuaki.tv	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Sky on Demand (not Sky Store)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
BT player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
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Unweighted Base	150	40	20	43	20	58	23	34	21	35	21	52	19
Weighted Base	133	41*	17**	41*	17**	53*	19**	35**	16**	36**	17**	51*	14**
iTunes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Google play	2	-	-	-	-	-	-	2	-	-	-	-	-
	1%	-	-	-	-	-	-	*5%*	-	-	-	-	-
		-	-	-	-	-	-	*100%*	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
BBC iPlayer	13	4	1	5	1	6	3	5	-	7	1	8	-
	10%	*11%*	*8%*	*11%*	*8%*	*11%*	*15%*	*15%*	-	*18%*	*8%*	*16%*	-
		35%	*11%*	*35%*	*10%*	*45%*	*22%*	*40%*	-	*51%*	*10%*	*61%*	-
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

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Unweighted Base	150	40	20	43	20	58	23	34	21	35	21	52	19
Weighted Base	133	41*	17**	41*	17**	53*	19**	35**	16**	36**	17**	51*	14**
ITV Hub (formerly ITV Player)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
STV Player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
All 4	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Other free-to-access service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Sky - Digital Satellite TV for a monthly subscription	11	4	3	4	2	6	1	4	3	4	3	4	2
	8%	*11%*	*20%*	*11%*	*12%*	*11%*	*4%*	*10%*	*18%*	*10%*	*17%*	*7%*	*11%*
		40%	*29%*	*40%*	*19%*	*51%*	*6%*	*33%*	*26%*	*33%*	*26%*	*33%*	*14%*
Satellite TV from someone other than Sky	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media through cable	7	3	1	2	1	2	2	1	1	1	1	3	1
	5%	*8%*	*5%*	*5%*	*5%*	*3%*	*10%*	*3%*	*6%*	*2%*	*5%*	*6%*	*6%*
		47%	*13%*	*32%*	*13%*	*27%*	*28%*	*13%*	*13%*	*13%*	*13%*	*46%*	*13%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
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Unweighted Base	150	40	20	43	20	58	23	34	21	35	21	52	19
Weighted Base	133	41*	17**	41*	17**	53*	19**	35**	16**	36**	17**	51*	14**
Freeview (excluding Freeview Play)	13	4	3	5	2	5	4	4	3	3	2	6	3
	10%	*9%*	*21%*	*13%*	*12%*	*10%*	*19%*	*12%*	*22%*	*9%*	*13%*	*12%*	*22%*
		30%	*27%*	*42%*	*16%*	*40%*	*28%*	*32%*	*27%*	*26%*	*17%*	*47%*	*24%*
Freeview Play	1	1	1	1	1	1	-	1	-	1	-	1	-
	1%	*1%*	*3%*	*1%*	*3%*	*2%*	-	*3%*	-	*1%*	-	*1%*	-
		50%	*50%*	*50%*	*50%*	*100%*	-	*100%*	-	*50%*	-	*50%*	-
YouView set top box 68.	-	-	-	-	-	-	-	-	-	-	-	-	-
BT TV (formerly BT	-	-	-	-	-	-	-	-	-	-	-	-	-
Vision)		-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV	2	2	-	2	-	2	-	2	-	2	-	2	-
	1%	*4%*	-	*4%*	-	*3%*	-	*4%*	-	*4%*	-	*3%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
Your TV service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
ANY FREE NON-LINEAR SERVICE	13	4	1	5	1	6	3	5	-	7	1	8	-
	10%	*11%*	*8%*	*11%*	*8%*	*11%*	*15%*	*15%*	-	*18%*	*8%*	*16%*	-
		35%	*11%*	*35%*	*10%*	*45%*	*22%*	*40%*	-	*51%*	*10%*	*61%*	-
ANY PSB NON-LINEAR SERVICE	13	4	1	5	1	6	3	5	-	7	1	8	-
	10%	*11%*	*8%*	*11%*	*8%*	*11%*	*15%*	*15%*	-	*18%*	*8%*	*16%*	-
		35%	*11%*	*35%*	*10%*	*45%*	*22%*	*40%*	-	*51%*	*10%*	*61%*	-
ANY PAID NON-LINEAR SERVICE	8	3	-	3	-	6	-	5	-	4	-	5	-
	6%	*8%*	-	*8%*	-	*11%*	-	*14%*	-	*12%*	-	*10%*	-
		44%	-	*44%*	-	*79%*	-	*65%*	-	*54%*	-	*63%*	-
ANY TV PLATFORM	33	13	8	14	6	15	6	11	7	10	6	15	5
	25%	*33%*	*49%*	*34%*	*33%*	*29%*	*32%*	*32%*	*45%*	*27%*	*36%*	*29%*	*39%*
		41%	*24%*	*42%*	*17%*	*45%*	*19%*	*34%*	*22%*	*30%*	*18%*	*44%*	*16%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.15 Audio description for those with any difficulty seeing is not always available. On which of the following is it a priority for you to have this made available?
Base: All who use any TV platform or paid for or free service to stream or download

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	150	40	20	43	20	58	23	34	21	35	21	52	19
Weighted Base	133	41*	17**	41*	17**	53*	19**	35**	16**	36**	17**	51*	14**
ANY PAID TV PLATFORM	19	9	4	8	3	9	3	6	4	6	4	8	2
	15%	*23%*	*25%*	*20%*	*18%*	*17%*	*13%*	*17%*	*24%*	*17%*	*23%*	*16%*	*17%*
		47%	*21%*	*42%*	*15%*	*46%*	*13%*	*31%*	*20%*	*31%*	*20%*	*43%*	*13%*
ANY FREE-TO-AIR TV PLATFORM	14	4	4	6	3	6	4	5	3	4	2	6	3
	10%	*11%*	*24%*	*14%*	*15%*	*12%*	*19%*	*14%*	*22%*	*11%*	*13%*	*13%*	*22%*
		31%	*29%*	*43%*	*18%*	*44%*	*26%*	*37%*	*25%*	*28%*	*16%*	*47%*	*22%*
Don't know	19	4	3	3	3	5	2	2	3	3	2	4	3
	14%	*9%*	*15%*	*8%*	*20%*	*9%*	*10%*	*5%*	*16%*	*7%*	*11%*	*8%*	*18%*
		20%	*14%*	*18%*	*18%*	*26%*	*10%*	*9%*	*14%*	*14%*	*10%*	*21%*	*14%*
None	59	14	5	15	6	21	8	12	6	13	7	19	5
	44%	*34%*	*27%*	*37%*	*39%*	*40%*	*40%*	*34%*	*36%*	*36%*	*41%*	*38%*	*39%*
		24%	*8%*	*26%*	*11%*	*35%*	*13%*	*20%*	*10%*	*22%*	*12%*	*32%*	*9%*
Not Stated	2	2	-	1	-	-	1	-	1	-	1	-	1
	1%	*4%*	-	*1%*	-	-	*3%*	-	*4%*	-	*4%*	-	*4%*
		100%	-	*38%*	-	-	*38%*	-	*38%*	-	*38%*	-	*38%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
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Access services research

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Base: All who use any TV platform or paid for or free service to stream or download

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	150	63	87	20	44	86	66	84	109	41	108	17	18	7
Weighted Base	133	54*	79*	24**	50*	59*	56*	77*	98*	35*	104*	18**	9**	2**
Netflix	2	-	2	2	-	-	2	-	-	2	1	1	-	-
	2%	-	*3%*	*9%*	-	-	*4%*	-	-	*6%*	*1%*	*8%*	-	-
		-	*100%*	*100%*	-	-	*100%*	-	-	100%h	*35%*	*65%*	-	-
Amazon Prime Instant Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
NowTV	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Wuaki.tv	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky on Demand (not Sky Store)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BT player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
iTunes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
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		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	150	63	87	20	44	86	66	84	109	41	108	17	18	7
Weighted Base	133	54*	79*	24**	50*	59*	56*	77*	98*	35*	104*	18**	9**	2**
Google play	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC iPlayer	18	7	11	8	6	4	9	8	9	8	11	5	1	-
	13%	*13%*	*14%*	*32%*	*12%*	*7%*	*17%*	*11%*	*9%*	*24%*	*11%*	*29%*	*14%*	-
		39%	*61%*	*44%*	*33%*	*23%*	*53%*	*47%*	*52%*	48%h	*63%*	*30%*	*7%*	-
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
ITV Hub (formerly ITV Player)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
STV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	150	63	87	20	44	86	66	84	109	41	108	17	18	7
Weighted Base	133	54*	79*	24**	50*	59*	56*	77*	98*	35*	104*	18**	9**	2**
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
All 4	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other free-to-access service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky - Digital Satellite TV for a monthly subscription	9	5	4	-	6	3	5	5	9	-	8	1	*	-
	7%	*10%*	*5%*	-	*12%*	*5%*	*8%*	*6%*	*9%*	-	*8%*	*4%*	*4%*	-
		58%	*42%*	-	*66%*	*34%*	*50%*	*50%*	*100%*	-	*89%*	*8%*	*3%*	-
Satellite TV from someone other than Sky	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media through cable	7	1	6	1	3	3	1	6	5	2	5	1	-	-
	5%	*1%*	*8%*	*5%*	*5%*	*5%*	*2%*	*7%*	*5%*	*6%*	*5%*	*7%*	-	-
		11%	*89%*	*19%*	*40%*	*41%*	*16%*	*84%*	*68%*	*32%*	*81%*	*19%*	-	-
Freeview (excluding Freeview Play)	13	6	6	1	4	7	5	7	8	5	9	1	2	1
	9%	*11%*	*8%*	*5%*	*9%*	*12%*	*9%*	*10%*	*8%*	*14%*	*9%*	*7%*	*18%*	*25%*
		48%	*52%*	*9%*	*34%*	*56%*	*41%*	*59%*	*62%*	*38%*	*72%*	*10%*	*13%*	*5%*
Freeview Play	1	-	1	-	-	1	1	-	1	-	1	-	-	-
	1%	-	*1%*	-	-	*2%*	*2%*	-	*1%*	-	*1%*	-	-	-
		-	*100%*	-	-	*100%*	*100%*	-	*100%*	-	*100%*	-	-	-
YouView set top box 68. BT TV (formerly BT Vision)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	150	63	87	20	44	86	66	84	109	41	108	17	18	7
Weighted Base	133	54*	79*	24**	50*	59*	56*	77*	98*	35*	104*	18**	9**	2**
Talk Talk TV	2	-	2	-	2	-	2	-	2	-	2	-	-	-
	1%	-	*2%*	-	*3%*	-	*3%*	-	*2%*	-	*2%*	-	-	-
		-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	-	-
Your TV service	1	-	1	-	-	1	-	1	1	-	1	-	-	-
	1%	-	*1%*	-	-	*2%*	-	*1%*	*1%*	-	*1%*	-	-	-
		-	*100%*	-	-	*100%*	-	*100%*	*100%*	-	*100%*	-	-	-
SUMMARY CODES														
ANY FREE NON-LINEAR SERVICE	18	7	11	8	6	4	9	8	9	8	11	5	1	-
	13%	*13%*	*14%*	*32%*	*12%*	*7%*	*17%*	*11%*	*9%*	*24%*	*11%*	*29%*	*14%*	-
		39%	*61%*	*44%*	*33%*	*23%*	*53%*	*47%*	*52%*	48%h	*63%*	*30%*	*7%*	-
ANY PSB NON-LINEAR SERVICE	18	7	11	8	6	4	9	8	9	8	11	5	1	-
	13%	*13%*	*14%*	*32%*	*12%*	*7%*	*17%*	*11%*	*9%*	*24%*	*11%*	*29%*	*14%*	-
		39%	*61%*	*44%*	*33%*	*23%*	*53%*	*47%*	*52%*	48%h	*63%*	*30%*	*7%*	-
ANY PAID NON-LINEAR SERVICE	2	-	2	2	-	-	2	-	-	2	1	1	-	-
	2%	-	*3%*	*9%*	-	-	*4%*	-	-	*6%*	*1%*	*8%*	-	-
		-	*100%*	*100%*	-	-	*100%*	-	-	100%h	*35%*	*65%*	-	-
ANY TV PLATFORM	31	12	19	2	15	14	13	18	24	7	25	3	2	1
	23%	*22%*	*24%*	*10%*	*29%*	*24%*	*24%*	*23%*	*25%*	*20%*	*24%*	*18%*	*22%*	*25%*
		39%	*61%*	*8%*	*47%*	*45%*	*43%*	*57%*	*78%*	*22%*	*82%*	*11%*	*6%*	*2%*
ANY PAID TV PLATFORM	17	6	11	1	10	6	7	10	15	2	15	2	*	-
	13%	*11%*	*15%*	*5%*	*21%*	*10%*	*13%*	*13%*	*16%*	*6%*	*15%*	*11%*	*4%*	-
		35%	*65%*	*7%*	*59%*	*33%*	*41%*	*59%*	*88%*	*12%*	*87%*	*11%*	*2%*	-
ANY FREE-TO-AIR TV PLATFORM	14	6	8	1	4	8	6	7	9	5	10	1	2	1
	10%	*11%*	*10%*	*5%*	*9%*	*14%*	*11%*	*10%*	*9%*	*14%*	*10%*	*7%*	*18%*	*25%*
		45%	*55%*	*9%*	*32%*	*60%*	*46%*	*54%*	*65%*	*35%*	*75%*	*10%*	*12%*	*4%*
Don't know	16	7	9	1	4	11	8	8	16	*	14	2	*	1
	12%	*13%*	*12%*	*6%*	*9%*	*18%*	*15%*	*10%*	*16%*	*1%*	*13%*	*9%*	*4%*	*28%*
		44%	*56%*	*9%*	*26%*	*65%*	*51%*	*49%*	98%i	*2%*	*84%*	*10%*	*2%*	*4%*
None	63	28	36	10	25	28	22	41	46	17	50	7	5	1
	48%	*51%*	*45%*	*43%*	*50%*	*47%*	*39%*	*54%*	*47%*	*49%*	*48%*	*36%*	*61%*	*48%*
		44%	*56%*	*16%*	*40%*	*44%*	*34%*	*66%*	*73%*	*27%*	*79%*	*10%*	*8%*	*2%*
Not Stated	2	1	1	-	-	2	1	1	2	-	2	-	-	-
	1%	*1%*	*1%*	-	-	*3%*	*1%*	*1%*	*2%*	-	*2%*	-	-	-
		38%	*62%*	-	-	*100%*	*38%*	*62%*	*100%*	-	*100%*	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
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Unweighted Base	150	150	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	133	133	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
Netflix	2	2	1	1	2	-	-	-	-	1	-	-	-	1
	2%	*2%*	*2%*	*1%*	*2%*	-	-	-	-	*3%*	-	-	-	*4%*
		100%	*65%*	*35%*	*100%*	-	-	-	-	*65%*	-	-	-	*35%*
Amazon Prime Instant Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
NowTV	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Wuaki.tv	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky on Demand (not Sky Store)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BT player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
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	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	150	150	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	133	133	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
iTunes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Google play	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC iPlayer	18	18	8	9	18	-	-	2	-	5	-	-	4	2
	13%	*13%*	*11%*	*12%*	*13%*	-	-	*16%*	-	*13%*	-	-	*22%*	*11%*
		100%	*46%*	*54%*	*100%*	-	-	*11%*	-	*29%*	-	-	*21%*	*13%*
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	150	150	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	133	133	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
ITV Hub (formerly ITV Player)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
STV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
All 4	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other free-to-access service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky - Digital Satellite TV for a monthly subscription	9	9	4	6	9	1	-	-	1	3	-	-	4	1
	7%	*7%*	*5%*	*8%*	*7%*	*3%*	-	-	*7%*	*8%*	-	-	*25%*	*4%*
		100%	*42%*	*64%*	*100%*	*6%*	-	-	*6%*	*36%*	-	-	*46%*	*9%*
Satellite TV from someone other than Sky	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media through cable	7	7	4	4	7	1	-	1	-	2	-	-	-	3
	5%	*5%*	*5%*	*5%*	*5%*	*7%*	-	*7%*	-	*5%*	-	-	-	*15%*
		100%	*60%*	*59%*	*100%*	*19%*	-	*13%*	-	*32%*	-	-	-	*46%*

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Unweighted Base	150	150	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	133	133	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
Freeview (excluding Freeview Play)	13	13	11	6	13	5	1	2	-	7	-	1	1	4
	9%	*9%*	*15%*	*8%*	*9%*	*25%*	*100%*	*13%*	-	*17%*	-	*18%*	*6%*	*19%*
		100%	*87%*	*49%*	*100%*	*36%*	*9%*	*12%*	-	*53%*	-	*6%*	*8%*	*31%*
Freeview Play	1	1	1	1	1	1	-	-	1	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*3%*	-	-	*7%*	-	-	-	-	-
		100%	*100%*	*50%*	*100%*	*50%*	-	-	*50%*	-	-	-	-	-
YouView set top box 68.	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BT TV (formerly BT	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Vision)		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV	2	2	-	2	2	-	-	-	-	-	-	-	-	-
	1%	*1%*	-	*2%*	*1%*	-	-	-	-	-	-	-	-	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	-	-
Your TV service	1	1	-	1	1	-	-	-	-	-	-	-	-	-
	1%	*1%*	-	*1%*	*1%*	-	-	-	-	-	-	-	-	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY FREE NON-LINEAR SERVICE	18	18	8	9	18	-	-	2	-	5	-	-	4	2
	13%	*13%*	*11%*	*12%*	*13%*	-	-	*16%*	-	*13%*	-	-	*22%*	*11%*
		100%	*46%*	*54%*	*100%*	-	-	*11%*	-	*29%*	-	-	*21%*	*13%*
ANY PSB NON-LINEAR SERVICE	18	18	8	9	18	-	-	2	-	5	-	-	4	2
	13%	*13%*	*11%*	*12%*	*13%*	-	-	*16%*	-	*13%*	-	-	*22%*	*11%*
		100%	*46%*	*54%*	*100%*	-	-	*11%*	-	*29%*	-	-	*21%*	*13%*
ANY PAID NON-LINEAR SERVICE	2	2	1	1	2	-	-	-	-	1	-	-	-	1
	2%	*2%*	*2%*	*1%*	*2%*	-	-	-	-	*3%*	-	-	-	*4%*
		100%	*65%*	*35%*	*100%*	-	-	-	-	*65%*	-	-	-	*35%*
ANY TV PLATFORM	31	31	20	18	31	7	1	2	1	12	-	1	5	8
	23%	*23%*	*27%*	*23%*	*23%*	*37%*	*100%*	*20%*	*13%*	*30%*	-	*18%*	*31%*	*39%*
		100%	*64%*	*58%*	*100%*	*22%*	*4%*	*8%*	*3%*	*39%*	-	*3%*	*17%*	*25%*
ANY PAID TV PLATFORM	17	17	8	11	17	2	-	1	1	6	-	-	4	4
	13%	*13%*	*11%*	*15%*	*13%*	*10%*	-	*7%*	*7%*	*14%*	-	-	*25%*	*20%*
		100%	*45%*	*65%*	*100%*	*10%*	-	*5%*	*3%*	*32%*	-	-	*24%*	*22%*

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Unweighted Base	150	150	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	133	133	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
ANY FREE-TO-AIR TV PLATFORM	14	14	12	7	14	5	1	2	1	7	-	1	1	4
	10%	*10%*	*16%*	*9%*	*10%*	*28%*	*100%*	*13%*	*7%*	*17%*	-	*18%*	*6%*	*19%*
		100%	*88%*	*49%*	*100%*	*37%*	*9%*	*11%*	*4%*	*49%*	-	*6%*	*7%*	*28%*
Don't know	16	16	9	9	16	1	-	1	-	6	-	-	2	2
	12%	*12%*	*12%*	*11%*	*12%*	*5%*	-	*9%*	-	*14%*	-	-	*12%*	*11%*
		100%	*54%*	*52%*	*100%*	*6%*	-	*7%*	-	*34%*	-	-	*12%*	*14%*
None	63	63	35	38	63	10	-	7	7	15	-	4	6	6
	48%	*48%*	*48%*	*50%*	*48%*	*57%*	-	*55%*	*87%*	*38%*	-	*82%*	*35%*	*30%*
		100%	*56%*	*61%*	*100%*	*17%*	-	*10%*	*11%*	*24%*	-	*6%*	*9%*	*9%*
Not Stated	2	2	1	1	2	-	-	-	-	1	-	-	-	1
	1%	*1%*	*1%*	*1%*	*1%*	-	-	-	-	*1%*	-	-	-	*5%*
		100%	*38%*	*62%*	*100%*	-	-	-	-	*38%*	-	-	-	*62%*

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		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	150	38	43	79	83	2	2	32	34
Weighted Base	133	33*	39*	73*	76*	3**	2**	29**	32**
Netflix	2	-	-	2	2	-	-	2	2
	2%	-	-	*3%*	*3%*	-	-	*7%*	*7%*
		-	-	*100%*	*100%*	-	-	*100%*	*100%*
Amazon Prime Instant Video	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
NowTV	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Wuaki.tv	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky on Demand (not Sky Store)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
BT player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.15 Signing for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?
Base: All who use any TV platform or paid for or free service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	150	38	43	79	83	2	2	32	34
Weighted Base	133	33*	39*	73*	76*	3**	2**	29**	32**
iTunes	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Google play	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
BBC iPlayer	18	5	3	10	11	2	-	9	10
	13%	*16%*	*7%*	*13%*	*14%*	*48%*	-	*30%*	*32%*
		30%	*15%*	*54%*	*62%*	*9%*	-	*49%*	*58%*
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
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Access services research

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		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	150	38	43	79	83	2	2	32	34
Weighted Base	133	33*	39*	73*	76*	3**	2**	29**	32**
ITV Hub (formerly ITV Player)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
STV Player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
All 4	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Other free-to-access service	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky - Digital Satellite TV for a monthly subscription	9	4	2	4	4	2	1	2	4
	7%	*12%*	*6%*	*6%*	*6%*	*52%*	*66%*	*8%*	*11%*
		43%	*24%*	*49%*	*49%*	*19%*	*15%*	*25%*	*40%*
Satellite TV from someone other than Sky	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Virgin Media through cable	7	3	1	5	5	-	-	1	1
	5%	*8%*	*4%*	*7%*	*7%*	-	-	*5%*	*5%*
		40%	*21%*	*81%*	*81%*	-	-	*22%*	*22%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
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Access services research

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Base: All who use any TV platform or paid for or free service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	150	38	43	79	83	2	2	32	34
Weighted Base	133	33*	39*	73*	76*	3**	2**	29**	32**
Freeview (excluding Freeview Play)	13	3	5	6	8	-	1	2	2
	9%	*10%*	*13%*	*9%*	*10%*	-	*34%*	*8%*	*8%*
		25%	*41%*	*51%*	*60%*	-	*6%*	*20%*	*20%*
Freeview Play	1	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
YouView set top box 68.	-	-	-	-	-	-	-	-	-
BT TV (formerly BT	-	-	-	-	-	-	-	-	-
Vision)		-	-	-	-	-	-	-	-
Talk Talk TV	2	-	2	2	2	-	-	-	-
	1%	-	*4%*	*2%*	*2%*	-	-	-	-
		-	*100%*	*100%*	*100%*	-	-	-	-
Your TV service	1	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SUMMARY CODES									
ANY FREE NON-LINEAR	18	5	3	10	11	2	-	9	10
SERVICE	*13%*	*16%*	*7%*	*13%*	*14%*	*48%*	-	*30%*	*32%*
		30%	*15%*	*54%*	*62%*	*9%*	-	*49%*	*58%*
ANY PSB NON-LINEAR	18	5	3	10	11	2	-	9	10
SERVICE	*13%*	*16%*	*7%*	*13%*	*14%*	*48%*	-	*30%*	*32%*
		30%	*15%*	*54%*	*62%*	*9%*	-	*49%*	*58%*
ANY PAID NON-LINEAR	2	-	-	2	2	-	-	2	2
SERVICE	*2%*	-	-	*3%*	*3%*	-	-	*7%*	*7%*
		-	-	*100%*	*100%*	-	-	*100%*	*100%*
ANY TV PLATFORM	31	10	10	18	19	2	2	6	8
	23%	*30%*	*26%*	*25%*	*25%*	*52%*	*100%*	*21%*	*24%*
		32%	*33%*	*58%*	*61%*	*6%*	*7%*	*20%*	*25%*
ANY PAID TV PLATFORM	17	7	5	12	12	2	1	4	5
	13%	*20%*	*13%*	*16%*	*15%*	*52%*	*66%*	*13%*	*16%*
		38%	*30%*	*66%*	*66%*	*10%*	*8%*	*22%*	*30%*

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Base: All who use any TV platform or paid for or free service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	150	38	43	79	83	2	2	32	34
Weighted Base	133	33*	39*	73*	76*	3**	2**	29**	32**
ANY FREE-TO-AIR TV PLATFORM	14	3	5	6	8	-	1	2	2
	10%	*10%*	*13%*	*9%*	*10%*	-	*34%*	*8%*	*8%*
		23%	*38%*	*47%*	*55%*	-	*5%*	*18%*	*18%*
Don't know	16	3	3	5	5	-	-	1	1
	12%	*10%*	*9%*	*7%*	*7%*	-	-	*3%*	*3%*
		21%	*21%*	*31%*	*31%*	-	-	*5%*	*5%*
None	63	13	22	38	38	-	-	11	11
	48%	*41%*	*57%*	*52%*	*50%*	-	-	*39%*	*35%*
		21%	*35%*	*60%*	*61%*	-	-	*18%*	*18%*
Not Stated	2	1	1	1	1	-	-	-	-
	1%	*2%*	*2%*	*1%*	*1%*	-	-	-	-
		38%	*38%*	*38%*	*38%*	-	-	-	-

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Base: All who use any TV platform or paid for or free service to stream or download

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availabilit y of audio description (a)	Any not satisfied with availabilit y of audio description (b)	Any satisfied with availabilit y of Signing (c)	Any not satisfied with availabilit y of Signing (d)	Any satisfied with availabilit y of Subtitles (e)	Any not satisfied with availabilit y of Subtitles (f)	Any satisfied with availabilit y of audio description (g)	Any not satisfied with availabilit y of audio description (h)	Any satisfied with availabilit y of Signing (i)	Any not satisfied with availabilit y of Signing (j)	Any satisfied with availabilit y of Subtitles (k)	Any not satisfied with availabilit y of Subtitles (l)
Unweighted Base	150	40	20	43	20	58	23	34	21	35	21	52	19
Weighted Base	133	41*	17**	41*	17**	53*	19**	35**	16**	36**	17**	51*	14**
Netflix	2	1	-	1	-	2	-	1	-	2	-	2	-
	2%	*3%*	-	*3%*	-	*4%*	-	*4%*	-	*6%*	-	*4%*	-
		65%	-	*65%*	-	*100%*	-	*65%*	-	*100%*	-	*100%*	-
Amazon Prime Instant Video	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
NowTV	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Wuaki.tv	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Sky on Demand (not Sky Store)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
BT player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
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		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	150	40	20	43	20	58	23	34	21	35	21	52	19
Weighted Base	133	41*	17**	41*	17**	53*	19**	35**	16**	36**	17**	51*	14**
iTunes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Google play	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
BBC iPlayer	18	7	1	7	1	9	3	10	-	9	1	11	-
	13%	*18%*	*8%*	*18%*	*8%*	*17%*	*15%*	*27%*	-	*26%*	*8%*	*22%*	-
		41%	*8%*	*42%*	*8%*	*51%*	*16%*	*54%*	-	*53%*	*8%*	*62%*	-
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
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Unweighted Base	150	40	20	43	20	58	23	34	21	35	21	52	19
Weighted Base	133	41*	17**	41*	17**	53*	19**	35**	16**	36**	17**	51*	14**
ITV Hub (formerly ITV Player)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
STV Player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
All 4	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Other free-to-access service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Sky - Digital Satellite TV for a monthly subscription	9	3	3	4	2	5	1	3	3	4	3	4	2
	7%	*7%*	*20%*	*9%*	*12%*	*10%*	*4%*	*8%*	*18%*	*11%*	*17%*	*8%*	*11%*
		30%	*35%*	*42%*	*22%*	*55%*	*8%*	*30%*	*31%*	*42%*	*31%*	*42%*	*17%*
Satellite TV from someone other than Sky	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media through cable	7	3	1	2	1	2	2	1	1	1	1	3	1
	5%	*8%*	*5%*	*5%*	*5%*	*3%*	*10%*	*3%*	*6%*	*2%*	*5%*	*6%*	*6%*
		47%	*13%*	*32%*	*13%*	*27%*	*28%*	*13%*	*13%*	*13%*	*13%*	*46%*	*13%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
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Access services research

Q.15 Signing for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?
Base: All who use any TV platform or paid for or free service to stream or download

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	150	40	20	43	20	58	23	34	21	35	21	52	19
Weighted Base	133	41*	17**	41*	17**	53*	19**	35**	16**	36**	17**	51*	14**
Freeview (excluding Freeview Play)	13	4	3	7	1	8	2	4	4	4	2	7	4
	9%	*10%*	*20%*	*16%*	*8%*	*15%*	*10%*	*12%*	*25%*	*12%*	*13%*	*14%*	*26%*
		34%	*27%*	*53%*	*11%*	*65%*	*15%*	*32%*	*33%*	*33%*	*17%*	*55%*	*29%*
Freeview Play	1	1	1	1	1	1	-	1	-	1	-	1	-
	1%	*1%*	*3%*	*1%*	*3%*	*2%*	-	*3%*	-	*1%*	-	*1%*	-
		50%	*50%*	*50%*	*50%*	*100%*	-	*100%*	-	*50%*	-	*50%*	-
YouView set top box 68.	-	-	-	-	-	-	-	-	-	-	-	-	-
BT TV (formerly BT Vision)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV	2	2	-	2	-	2	-	2	-	2	-	2	-
	1%	*4%*	-	*4%*	-	*3%*	-	*4%*	-	*4%*	-	*3%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
Your TV service	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
ANY FREE NON-LINEAR SERVICE	18	7	1	7	1	9	3	10	-	9	1	11	-
	13%	*18%*	*8%*	*18%*	*8%*	*17%*	*15%*	*27%*	-	*26%*	*8%*	*22%*	-
		41%	*8%*	*42%*	*8%*	*51%*	*16%*	*54%*	-	*53%*	*8%*	*62%*	-
ANY PSB NON-LINEAR SERVICE	18	7	1	7	1	9	3	10	-	9	1	11	-
	13%	*18%*	*8%*	*18%*	*8%*	*17%*	*15%*	*27%*	-	*26%*	*8%*	*22%*	-
		41%	*8%*	*42%*	*8%*	*51%*	*16%*	*54%*	-	*53%*	*8%*	*62%*	-
ANY PAID NON-LINEAR SERVICE	2	1	-	1	-	2	-	1	-	2	-	2	-
	2%	*3%*	-	*3%*	-	*4%*	-	*4%*	-	*6%*	-	*4%*	-
		65%	-	*65%*	-	*100%*	-	*65%*	-	*100%*	-	*100%*	-
ANY TV PLATFORM	31	12	8	15	5	18	4	10	8	11	6	16	6
	23%	*30%*	*49%*	*36%*	*29%*	*33%*	*23%*	*29%*	*49%*	*31%*	*36%*	*31%*	*43%*
		39%	*26%*	*47%*	*16%*	*56%*	*14%*	*33%*	*25%*	*36%*	*19%*	*51%*	*19%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
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Access services research

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Unweighted Base	150	40	20	43	20	58	23	34	21	35	21	52	19
Weighted Base	133	41*	17**	41*	17**	53*	19**	35**	16**	36**	17**	51*	14**
ANY PAID TV PLATFORM	17	8	4	8	3	8	3	5	4	6	4	8	2
	13%	*19%*	*25%*	*18%*	*18%*	*16%*	*13%*	*15%*	*24%*	*18%*	*23%*	*17%*	*17%*
		43%	*24%*	*43%*	*17%*	*48%*	*15%*	*30%*	*22%*	*36%*	*22%*	*49%*	*14%*
ANY FREE-TO-AIR TV PLATFORM	14	5	4	7	2	9	2	5	4	5	2	7	4
	10%	*12%*	*23%*	*17%*	*11%*	*17%*	*10%*	*14%*	*25%*	*13%*	*13%*	*15%*	*26%*
		35%	*29%*	*53%*	*14%*	*67%*	*14%*	*38%*	*30%*	*35%*	*16%*	*54%*	*27%*
Don't know	16	2	2	1	3	3	3	2	2	2	2	3	2
	12%	*6%*	*12%*	*2%*	*20%*	*6%*	*15%*	*5%*	*12%*	*6%*	*11%*	*6%*	*14%*
		14%	*12%*	*6%*	*20%*	*19%*	*18%*	*11%*	*12%*	*14%*	*12%*	*17%*	*12%*
None	63	16	5	16	7	21	8	12	6	11	7	19	5
	48%	*39%*	*31%*	*39%*	*43%*	*40%*	*44%*	*34%*	*36%*	*31%*	*41%*	*37%*	*39%*
		25%	*8%*	*25%*	*11%*	*33%*	*13%*	*19%*	*9%*	*18%*	*11%*	*30%*	*9%*
Not Stated	2	2	-	1	-	-	1	-	1	-	1	-	1
	1%	*4%*	-	*1%*	-	-	*3%*	-	*4%*	-	*4%*	-	*4%*
		100%	-	*38%*	-	-	*38%*	-	*38%*	-	*38%*	-	*38%*

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		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	150	63	87	20	44	86	66	84	109	41	108	17	18	7
Weighted Base	133	54*	79*	24**	50*	59*	56*	77*	98*	35*	104*	18**	9**	2**
Netflix	9	3	5	9	-	-	6	2	1	7	5	3	-	-
	6%	*6%*	*7%*	*36%*	-	-	*11%*	*3%*	*1%*	*21%*	*5%*	*19%*	-	-
		39%	*61%*	*100%*	-	-	*73%*	*27%*	*14%*	86%h	*61%*	*39%*	-	-
Amazon Prime Instant Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
NowTV	1	-	1	1	-	-	-	1	1	-	-	-	1	-
	1%	-	*1%*	*3%*	-	-	-	*1%*	*1%*	-	-	-	*8%*	-
		-	*100%*	*100%*	-	-	-	*100%*	*100%*	-	-	-	*100%*	-
Wuaki.tv	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky on Demand (not Sky Store)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BT player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
iTunes	2	2	-	2	-	-	2	-	2	-	2	-	-	-
	1%	*3%*	-	*7%*	-	-	*3%*	-	*2%*	-	*2%*	-	-	-
		100%	-	*100%*	-	-	*100%*	-	*100%*	-	*100%*	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
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		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	150	63	87	20	44	86	66	84	109	41	108	17	18	7
Weighted Base	133	54*	79*	24**	50*	59*	56*	77*	98*	35*	104*	18**	9**	2**
Google play	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC iPlayer	11	4	7	2	5	4	3	7	6	5	7	3	*	-
	8%	*7%*	*9%*	*8%*	*10%*	*7%*	*6%*	*10%*	*6%*	*15%*	*7%*	*18%*	*4%*	-
		36%	*64%*	*18%*	*45%*	*37%*	*32%*	*68%*	*53%*	*47%*	*67%*	*30%*	*3%*	-
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
ITV Hub (formerly ITV Player)	2	-	2	1	1	-	1	1	2	-	1	-	1	-
	1%	-	*2%*	*3%*	*2%*	-	*2%*	*1%*	*2%*	-	*1%*	-	*11%*	-
		-	*100%*	*46%*	*54%*	-	*54%*	*46%*	*100%*	-	*46%*	-	*54%*	-
STV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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Unweighted Base	150	63	87	20	44	86	66	84	109	41	108	17	18	7
Weighted Base	133	54*	79*	24**	50*	59*	56*	77*	98*	35*	104*	18**	9**	2**
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
All 4	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other free-to-access service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky - Digital Satellite TV for a monthly subscription	13	8	5	1	6	6	7	6	11	2	10	2	1	-
	10%	*14%*	*7%*	*6%*	*12%*	*9%*	*13%*	*8%*	*12%*	*5%*	*10%*	*11%*	*7%*	-
		59%	*41%*	*10%*	*47%*	*43%*	*53%*	*47%*	*87%*	*13%*	*79%*	*16%*	*5%*	-
Satellite TV from someone other than Sky	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media through cable	6	1	5	1	2	3	1	5	4	2	5	1	-	-
	4%	*1%*	*6%*	*5%*	*4%*	*5%*	*2%*	*6%*	*4%*	*6%*	*4%*	*7%*	-	-
		13%	*87%*	*22%*	*31%*	*47%*	*18%*	*82%*	*63%*	*37%*	*78%*	*22%*	-	-
Freeview (excluding Freeview Play)	12	5	8	-	5	7	5	7	7	5	8	1	2	1
	9%	*9%*	*10%*	-	*11%*	*12%*	*9%*	*9%*	*7%*	*14%*	*8%*	*7%*	*23%*	*35%*
		38%	*62%*	-	*43%*	*57%*	*42%*	*58%*	*60%*	*40%*	*66%*	*11%*	*16%*	*7%*
Freeview Play	1	-	1	-	-	1	1	-	1	-	1	-	-	-
	*	-	*1%*	-	-	*1%*	*1%*	-	*1%*	-	*1%*	-	-	-
		-	*100%*	-	-	*100%*	*100%*	-	*100%*	-	*100%*	-	-	-
YouView set top box 68. BT TV (formerly BT Vision)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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Unweighted Base	150	63	87	20	44	86	66	84	109	41	108	17	18	7
Weighted Base	133	54*	79*	24**	50*	59*	56*	77*	98*	35*	104*	18**	9**	2**
Talk Talk TV	3	1	2	-	2	1	2	1	3	-	3	-	-	-
	2%	*2%*	*2%*	-	*3%*	*2%*	*3%*	*1%*	*3%*	-	*3%*	-	-	-
		40%	*60%*	-	*60%*	*40%*	*60%*	*40%*	*100%*	-	*100%*	-	-	-
Your TV service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY FREE NON-LINEAR SERVICE	13	4	9	3	6	4	4	8	8	5	8	3	1	-
	10%	*7%*	*11%*	*11%*	*12%*	*7%*	*8%*	*11%*	*8%*	*15%*	*8%*	*18%*	*14%*	-
		31%	*69%*	*22%*	*46%*	*32%*	*35%*	*65%*	*60%*	*40%*	*64%*	*26%*	*10%*	-
ANY PSB NON-LINEAR SERVICE	13	4	9	3	6	4	4	8	8	5	8	3	1	-
	10%	*7%*	*11%*	*11%*	*12%*	*7%*	*8%*	*11%*	*8%*	*15%*	*8%*	*18%*	*14%*	-
		31%	*69%*	*22%*	*46%*	*32%*	*35%*	*65%*	*60%*	*40%*	*64%*	*26%*	*10%*	-
ANY PAID NON-LINEAR SERVICE	11	5	6	11	-	-	8	3	4	7	7	3	1	-
	8%	*9%*	*8%*	*46%*	-	-	*14%*	*4%*	*4%*	*21%*	*7%*	*19%*	*8%*	-
		45%	*55%*	*100%*	-	-	72%g	*28%*	*32%*	68%h	*62%*	*31%*	*7%*	-
ANY TV PLATFORM	34	14	20	3	15	17	15	19	26	9	26	5	3	1
	26%	*26%*	*26%*	*11%*	*29%*	*29%*	*27%*	*25%*	*26%*	*25%*	*25%*	*26%*	*30%*	*35%*
		41%	*59%*	*8%*	*43%*	*49%*	*44%*	*56%*	*74%*	*26%*	*76%*	*14%*	*8%*	*2%*
ANY PAID TV PLATFORM	22	10	12	3	9	9	10	12	18	4	18	3	1	-
	16%	*18%*	*15%*	*11%*	*19%*	*16%*	*17%*	*15%*	*18%*	*11%*	*17%*	*18%*	*7%*	-
		45%	*55%*	*12%*	*44%*	*44%*	*44%*	*56%*	*82%*	*18%*	*82%*	*16%*	*3%*	-
ANY FREE-TO-AIR TV PLATFORM	13	5	8	-	5	8	6	7	8	5	9	1	2	1
	10%	*9%*	*10%*	-	*11%*	*13%*	*10%*	*9%*	*8%*	*14%*	*8%*	*7%*	*23%*	*35%*
		36%	*64%*	-	*41%*	*59%*	*44%*	*56%*	*61%*	*39%*	*68%*	*10%*	*16%*	*6%*
Don't know	18	9	9	1	7	10	7	10	17	1	13	3	2	*
	13%	*16%*	*12%*	*6%*	*14%*	*16%*	*13%*	*14%*	*17%*	*3%*	*13%*	*16%*	*18%*	*13%*
		49%	*51%*	*8%*	*39%*	*54%*	*42%*	*58%*	94%i	*6%*	*73%*	*17%*	*9%*	*2%*
None	55	22	33	6	23	27	20	36	43	12	48	4	3	1
	42%	*41%*	*43%*	*26%*	*45%*	*45%*	*36%*	*46%*	*44%*	*36%*	*46%*	*21%*	*30%*	*53%*
		40%	*60%*	*11%*	*41%*	*48%*	*36%*	*64%*	*77%*	*23%*	*86%*	*7%*	*5%*	*2%*
Not Stated	2	1	1	-	-	2	1	1	2	-	2	-	-	-
	1%	*1%*	*1%*	-	-	*3%*	*1%*	*1%*	*2%*	-	*2%*	-	-	-
		38%	*62%*	-	-	*100%*	*38%*	*62%*	*100%*	-	*100%*	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
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	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	150	150	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	133	133	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
Netflix	9	9	3	5	9	-	-	-	-	3	-	1	2	1
	6%	*6%*	*5%*	*7%*	*6%*	-	-	-	-	*8%*	-	*25%*	*12%*	*4%*
		100%	*39%*	*61%*	*100%*	-	-	-	-	*39%*	-	*13%*	*23%*	*9%*
Amazon Prime Instant Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
NowTV	1	1	1	-	1	-	-	-	-	1	-	-	-	-
	1%	*1%*	*1%*	-	*1%*	-	-	-	-	*2%*	-	-	-	-
		100%	*100%*	-	*100%*	-	-	-	-	*100%*	-	-	-	-
Wuaki.tv	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky on Demand (not Sky Store)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BT player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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Unweighted Base	150	150	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	133	133	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
iTunes	2	2	-	2	2	-	-	-	-	-	-	-	2	-
	1%	*1%*	-	*2%*	*1%*	-	-	-	-	-	-	-	*10%*	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	*100%*	-
Google play	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
BBC iPlayer	11	11	6	4	11	-	-	2	-	4	-	-	-	2
	8%	*8%*	*9%*	*6%*	*8%*	-	-	*16%*	-	*10%*	-	-	-	*11%*
		100%	*59%*	*41%*	*100%*	-	-	*18%*	-	*38%*	-	-	-	*21%*
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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Unweighted Base	150	150	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	133	133	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
ITV Hub (formerly ITV Player)	2	2	2	-	2	-	-	-	-	1	-	-	-	-
	1%	*1%*	*2%*	-	*1%*	-	-	-	-	*2%*	-	-	-	-
		100%	*100%*	-	*100%*	-	-	-	-	*54%*	-	-	-	-
STV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
All 4	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other free-to-access service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Sky - Digital Satellite TV for a monthly subscription	13	13	7	8	13	2	-	-	2	5	-	-	4	1
	10%	*10%*	*9%*	*10%*	*10%*	*9%*	-	-	*24%*	*12%*	-	-	*25%*	*4%*
		100%	*51%*	*61%*	*100%*	*12%*	-	-	*14%*	*37%*	-	-	*32%*	*6%*
Satellite TV from someone other than Sky	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media through cable	6	6	3	4	6	1	-	-	-	2	-	-	-	3
	4%	*4%*	*4%*	*5%*	*4%*	*7%*	-	-	-	*5%*	-	-	-	*15%*
		100%	*54%*	*68%*	*100%*	*22%*	-	-	-	*37%*	-	-	-	*53%*

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Unweighted Base	150	150	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	133	133	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
Freeview (excluding Freeview Play)	12	12	11	7	12	5	1	2	1	5	-	1	1	4
	9%	*9%*	*14%*	*9%*	*9%*	*27%*	*100%*	*18%*	*12%*	*14%*	-	*18%*	*6%*	*19%*
		100%	*87%*	*53%*	*100%*	*40%*	*9%*	*18%*	*8%*	*44%*	-	*7%*	*8%*	*31%*
Freeview Play	1	1	1	1	1	1	-	-	-	-	-	-	-	-
	*	*	*1%*	*1%*	*	*3%*	-	-	-	-	-	-	-	-
		100%	*100%*	*100%*	*100%*	*100%*	-	-	-	-	-	-	-	-
YouView set top box 68.	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BT TV (formerly BT	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Vision)		-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV	3	3	1	2	3	-	-	-	-	1	-	-	-	-
	2%	*2%*	*1%*	*2%*	*2%*	-	-	-	-	*3%*	-	-	-	-
		100%	*40%*	*60%*	*100%*	-	-	-	-	*40%*	-	-	-	-
Your TV service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY FREE NON-LINEAR SERVICE	13	13	8	4	13	-	-	2	-	5	-	-	-	2
	10%	*10%*	*11%*	*6%*	*10%*	-	-	*16%*	-	*13%*	-	-	-	*11%*
		100%	*65%*	*35%*	*100%*	-	-	*15%*	-	*41%*	-	-	-	*18%*
ANY PSB NON-LINEAR SERVICE	13	13	8	4	13	-	-	2	-	5	-	-	-	2
	10%	*10%*	*11%*	*6%*	*10%*	-	-	*16%*	-	*13%*	-	-	-	*11%*
		100%	*65%*	*35%*	*100%*	-	-	*15%*	-	*41%*	-	-	-	*18%*
ANY PAID NON-LINEAR SERVICE	11	11	4	7	11	-	-	-	-	4	-	1	4	1
	8%	*8%*	*6%*	*9%*	*8%*	-	-	-	-	*10%*	-	*25%*	*22%*	*4%*
		100%	*38%*	*62%*	*100%*	-	-	-	-	*38%*	-	*10%*	*33%*	*7%*
ANY TV PLATFORM	34	34	22	21	34	8	1	2	3	13	-	1	5	8
	26%	*26%*	*30%*	*27%*	*26%*	*46%*	*100%*	*18%*	*36%*	*34%*	-	*18%*	*31%*	*39%*
		100%	*64%*	*60%*	*100%*	*24%*	*3%*	*6%*	*8%*	*39%*	-	*2%*	*15%*	*22%*
ANY PAID TV PLATFORM	22	22	11	13	22	3	-	-	2	8	-	-	4	4
	16%	*16%*	*15%*	*18%*	*16%*	*16%*	-	-	*24%*	*20%*	-	-	*25%*	*20%*
		100%	*51%*	*63%*	*100%*	*13%*	-	-	*9%*	*37%*	-	-	*20%*	*18%*

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Unweighted Base	150	150	89	83	150	22	2	16	9	47	-	5	18	21
Weighted Base	133	133	74*	77*	133	18**	1**	12**	8**	40*	-**	4**	17**	20**
ANY FREE-TO-AIR TV PLATFORM	13	13	11	7	13	5	1	2	1	5	-	1	1	4
	10%	*10%*	*15%*	*9%*	*10%*	*30%*	*100%*	*18%*	*12%*	*14%*	-	*18%*	*6%*	*19%*
		100%	*88%*	*55%*	*100%*	*43%*	*9%*	*17%*	*7%*	*43%*	-	*6%*	*7%*	*30%*
Don't know	18	18	11	9	18	2	-	3	2	5	-	-	1	2
	13%	*13%*	*15%*	*12%*	*13%*	*13%*	-	*23%*	*24%*	*11%*	-	-	*9%*	*11%*
		100%	*63%*	*50%*	*100%*	*13%*	-	*15%*	*11%*	*25%*	-	-	*8%*	*13%*
None	55	55	28	35	55	8	-	5	3	12	-	2	6	6
	42%	*42%*	*38%*	*46%*	*42%*	*42%*	-	*43%*	*40%*	*31%*	-	*56%*	*38%*	*30%*
		100%	*51%*	*63%*	*100%*	*14%*	-	*9%*	*6%*	*22%*	-	*4%*	*11%*	*11%*
Not Stated	2	2	1	1	2	-	-	-	-	1	-	-	-	1
	1%	*1%*	*1%*	*1%*	*1%*	-	-	-	-	*1%*	-	-	-	*5%*
		100%	*38%*	*62%*	*100%*	-	-	-	-	*38%*	-	-	-	*62%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
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Access services research

Q.15 Subtitles for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?
Base: All who use any TV platform or paid for or free service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	150	38	43	79	83	2	2	32	34
Weighted Base	133	33*	39*	73*	76*	3**	2**	29**	32**
Netflix	9	2	2	6	6	-	-	5	5
	6%	*6%*	*5%*	*8%*	*8%*	-	-	*17%*	*15%*
		23%	*23%*	*72%*	*72%*	-	-	*58%*	*58%*
Amazon Prime Instant Video	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
NowTV	1	-	-	1	1	-	-	1	1
	1%	-	-	*1%*	*1%*	-	-	*2%*	*2%*
		-	-	*100%*	*100%*	-	-	*100%*	*100%*
Wuaki.tv	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky on Demand (not Sky Store)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
BT player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.15 Subtitles for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?
Base: All who use any TV platform or paid for or free service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	150	38	43	79	83	2	2	32	34
Weighted Base	133	33*	39*	73*	76*	3**	2**	29**	32**
iTunes	2	-	-	-	-	2	-	-	2
	1%	-	-	-	-	*48%*	-	-	*5%*
		-	-	-	-	*100%*	-	-	*100%*
Google play	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
BBC iPlayer	11	4	3	6	7	-	-	6	6
	8%	*11%*	*7%*	*8%*	*9%*	-	-	*20%*	*18%*
		32%	*24%*	*52%*	*65%*	-	-	*52%*	*52%*
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.15 Subtitles for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?
Base: All who use any TV platform or paid for or free service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	150	38	43	79	83	2	2	32	34
Weighted Base	133	33*	39*	73*	76*	3**	2**	29**	32**
ITV Hub (formerly ITV Player)	2	2	-	2	2	-	-	1	1
	1%	*5%*	-	*2%*	*2%*	-	-	*3%*	*3%*
		100%	-	*100%*	*100%*	-	-	*54%*	*54%*
STV Player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
All 4	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Other free-to-access service	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Sky - Digital Satellite TV for a monthly subscription	13	4	3	8	8	2	1	5	7
	10%	*13%*	*6%*	*10%*	*10%*	*52%*	*66%*	*18%*	*21%*
		33%	*19%*	*59%*	*59%*	*14%*	*10%*	*41%*	*52%*
Satellite TV from someone other than Sky	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Virgin Media through cable	6	3	1	5	5	-	-	1	1
	4%	*8%*	*4%*	*6%*	*6%*	-	-	*5%*	*5%*
		46%	*24%*	*78%*	*78%*	-	-	*26%*	*26%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.15 Subtitles for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?
Base: All who use any TV platform or paid for or free service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	150	38	43	79	83	2	2	32	34
Weighted Base	133	33*	39*	73*	76*	3**	2**	29**	32**
Freeview (excluding Freeview Play)	12	2	4	7	8	-	1	4	4
	9%	*7%*	*10%*	*10%*	*10%*	-	*34%*	*14%*	*12%*
		19%	*32%*	*60%*	*65%*	-	*6%*	*33%*	*33%*
Freeview Play	1	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
YouView set top box 68.	-	-	-	-	-	-	-	-	-
BT TV (formerly BT	-	-	-	-	-	-	-	-	-
Vision)		-	-	-	-	-	-	-	-
Talk Talk TV	3	1	3	3	3	-	-	1	1
	2%	*3%*	*7%*	*4%*	*3%*	-	-	*4%*	*3%*
		40%	*100%*	*100%*	*100%*	-	-	*40%*	*40%*
Your TV service	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SUMMARY CODES									
ANY FREE NON-LINEAR	13	5	3	8	9	-	-	7	7
SERVICE	*10%*	*16%*	*7%*	*10%*	*12%*	-	-	*23%*	*21%*
		41%	*21%*	*59%*	*70%*	-	-	*53%*	*53%*
ANY PSB NON-LINEAR	13	5	3	8	9	-	-	7	7
SERVICE	*10%*	*16%*	*7%*	*10%*	*12%*	-	-	*23%*	*21%*
		41%	*21%*	*59%*	*70%*	-	-	*53%*	*53%*
ANY PAID NON-LINEAR	11	2	2	7	7	2	-	6	7
SERVICE	*8%*	*6%*	*5%*	*9%*	*9%*	*48%*	-	*19%*	*23%*
		18%	*18%*	*63%*	*63%*	*15%*	-	*52%*	*67%*
ANY TV PLATFORM	34	10	11	22	23	2	2	12	13
	26%	*32%*	*27%*	*30%*	*30%*	*52%*	*100%*	*41%*	*41%*
		30%	*31%*	*65%*	*66%*	*5%*	*6%*	*35%*	*39%*
ANY PAID TV PLATFORM	22	8	7	15	15	2	1	8	9
	16%	*25%*	*17%*	*20%*	*20%*	*52%*	*66%*	*27%*	*29%*
		37%	*30%*	*69%*	*69%*	*8%*	*6%*	*37%*	*43%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
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Base: All who use any TV platform or paid for or free service to stream or download

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	150	38	43	79	83	2	2	32	34
Weighted Base	133	33*	39*	73*	76*	3**	2**	29**	32**
ANY FREE-TO-AIR TV PLATFORM	13	2	4	7	8	-	1	4	4
	10%	*7%*	*10%*	*10%*	*10%*	-	*34%*	*14%*	*12%*
		18%	*31%*	*58%*	*62%*	-	*5%*	*31%*	*31%*
Don't know	18	3	4	7	7	-	-	2	2
	13%	*10%*	*11%*	*10%*	*9%*	-	-	*8%*	*7%*
		19%	*23%*	*39%*	*39%*	-	-	*13%*	*13%*
None	55	11	19	29	30	-	-	3	3
	42%	*34%*	*49%*	*39%*	*39%*	-	-	*9%*	*8%*
		20%	*35%*	*52%*	*54%*	-	-	*5%*	*5%*
Not Stated	2	1	1	1	1	-	-	-	-
	1%	*2%*	*2%*	*1%*	*1%*	-	-	-	-
		38%	*38%*	*38%*	*38%*	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
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Access services research

Q.15 Subtitles for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?
Base: All who use any TV platform or paid for or free service to stream or download

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availabilit y of audio description (a)	Any not satisfied with availabilit y of audio description (b)	Any satisfied with availabilit y of Signing (c)	Any not satisfied with availabilit y of Signing (d)	Any satisfied with availabilit y of Subtitles (e)	Any not satisfied with availabilit y of Subtitles (f)	Any satisfied with availabilit y of audio description (g)	Any not satisfied with availabilit y of audio description (h)	Any satisfied with availabilit y of Signing (i)	Any not satisfied with availabilit y of Signing (j)	Any satisfied with availabilit y of Subtitles (k)	Any not satisfied with availabilit y of Subtitles (l)
Unweighted Base	150	40	20	43	20	58	23	34	21	35	21	52	19
Weighted Base	133	41*	17**	41*	17**	53*	19**	35**	16**	36**	17**	51*	14**
Netflix	9	3	-	3	1	7	1	3	-	4	1	6	-
	6%	*8%*	-	*8%*	*8%*	*13%*	*6%*	*10%*	-	*12%*	*8%*	*12%*	-
		39%	-	*39%*	*16%*	*78%*	*13%*	*39%*	-	*48%*	*16%*	*73%*	-
Amazon Prime Instant Video	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
NowTV	1	-	-	-	-	1	-	-	-	-	-	1	-
	1%	-	-	-	-	*1%*	-	-	-	-	-	*1%*	-
		-	-	-	-	*100%*	-	-	-	-	-	*100%*	-
Wuaki.tv	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Sky Store	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Sky Go (not Sky Store)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Sky on Demand (not Sky Store)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
BT player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV Store	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Virgin on Demand pay-per-view	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.15 Subtitles for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?
Base: All who use any TV platform or paid for or free service to stream or download

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	150	40	20	43	20	58	23	34	21	35	21	52	19
Weighted Base	133	41*	17**	41*	17**	53*	19**	35**	16**	36**	17**	51*	14**
iTunes	2	-	-	-	-	-	-	2	-	-	-	-	-
	1%	-	-	-	-	-	-	*5%*	-	-	-	-	-
		-	-	-	-	-	-	*100%*	-	-	-	-	-
Google play	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Blinkbox	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Playstation Video	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Xbox Video	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
DisneyLife	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
BBC Store	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Other paid-for service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
BBC iPlayer	11	4	1	5	-	5	2	5	-	7	-	7	-
	8%	*11%*	*8%*	*11%*	-	*9%*	*10%*	*15%*	-	*18%*	-	*14%*	-
		41%	*13%*	*42%*	-	*44%*	*18%*	*47%*	-	*60%*	-	*63%*	-
My5 (formerly Demand 5)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.15 Subtitles for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?
Base: All who use any TV platform or paid for or free service to stream or download

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	150	40	20	43	20	58	23	34	21	35	21	52	19
Weighted Base	133	41*	17**	41*	17**	53*	19**	35**	16**	36**	17**	51*	14**
ITV Hub (formerly ITV Player)	2	1	-	1	-	1	1	1	-	1	-	1	-
	1%	*2%*	-	*2%*	-	*2%*	*5%*	*2%*	-	*2%*	-	*2%*	-
		46%	-	*46%*	-	*46%*	*54%*	*46%*	-	*46%*	-	*46%*	-
STV Player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
UTV Player	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
All 4	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
UKTV Play (catch-up TV from Dave, Really, Yesterday, Drama)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Other free-to-access service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Sky - Digital Satellite TV for a monthly subscription	13	4	5	5	3	7	1	4	4	3	4	6	2
	10%	*10%*	*29%*	*11%*	*17%*	*13%*	*8%*	*11%*	*27%*	*8%*	*26%*	*12%*	*16%*
		30%	*36%*	*35%*	*22%*	*54%*	*11%*	*30%*	*33%*	*21%*	*33%*	*46%*	*17%*
Satellite TV from someone other than Sky	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media through cable	6	2	1	1	1	1	2	-	1	-	1	2	1
	4%	*6%*	*5%*	*3%*	*5%*	*2%*	*10%*	-	*6%*	-	*5%*	*4%*	*6%*
		39%	*15%*	*22%*	*15%*	*15%*	*32%*	-	*15%*	-	*15%*	*37%*	*15%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.15 Subtitles for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?
Base: All who use any TV platform or paid for or free service to stream or download

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	150	40	20	43	20	58	23	34	21	35	21	52	19
Weighted Base	133	41*	17**	41*	17**	53*	19**	35**	16**	36**	17**	51*	14**
Freeview (excluding Freeview Play)	12	5	3	6	2	7	2	4	3	5	2	8	3
	9%	*12%*	*17%*	*14%*	*11%*	*14%*	*12%*	*12%*	*17%*	*13%*	*12%*	*17%*	*20%*
		38%	*22%*	*48%*	*15%*	*58%*	*19%*	*33%*	*23%*	*39%*	*16%*	*68%*	*23%*
Freeview Play	1	1	-	1	-	1	-	1	-	1	-	1	-
	*	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
YouView set top box 68.	-	-	-	-	-	-	-	-	-	-	-	-	-
BT TV (formerly BT Vision)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk TV	3	2	-	2	-	2	-	2	-	2	-	2	-
	2%	*4%*	-	*4%*	-	*3%*	-	*4%*	-	*4%*	-	*3%*	-
		60%	-	*60%*	-	*60%*	-	*60%*	-	*60%*	-	*60%*	-
Your TV service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
ANY FREE NON-LINEAR SERVICE	13	5	1	5	-	6	3	6	-	7	-	8	-
	10%	*13%*	*8%*	*13%*	-	*11%*	*15%*	*17%*	-	*20%*	-	*15%*	-
		42%	*11%*	*42%*	-	*44%*	*23%*	*47%*	-	*58%*	-	*60%*	-
ANY PSB NON-LINEAR SERVICE	13	5	1	5	-	6	3	6	-	7	-	8	-
	10%	*13%*	*8%*	*13%*	-	*11%*	*15%*	*17%*	-	*20%*	-	*15%*	-
		42%	*11%*	*42%*	-	*44%*	*23%*	*47%*	-	*58%*	-	*60%*	-
ANY PAID NON-LINEAR SERVICE	11	3	-	3	1	7	1	5	-	4	1	7	-
	8%	*8%*	-	*8%*	*8%*	*14%*	*6%*	*14%*	-	*12%*	*8%*	*14%*	-
		31%	-	*31%*	*12%*	*68%*	*10%*	*46%*	-	*38%*	*12%*	*64%*	-
ANY TV PLATFORM	34	13	8	14	6	17	6	10	8	10	7	19	6
	26%	*32%*	*51%*	*34%*	*33%*	*33%*	*29%*	*28%*	*50%*	*27%*	*43%*	*37%*	*43%*
		38%	*24%*	*41%*	*16%*	*50%*	*16%*	*29%*	*24%*	*28%*	*21%*	*54%*	*17%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.15 Subtitles for those with any difficulty hearing is not always available. On which of the following is it a priority for you to have this made available?
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		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	150	40	20	43	20	58	23	34	21	35	21	52	19
Weighted Base	133	41*	17**	41*	17**	53*	19**	35**	16**	36**	17**	51*	14**
ANY PAID TV PLATFORM	22	8	6	7	4	10	3	5	5	4	5	10	3
	16%	*19%*	*34%*	*18%*	*22%*	*18%*	*17%*	*15%*	*33%*	*12%*	*32%*	*19%*	*23%*
		36%	*26%*	*35%*	*17%*	*44%*	*15%*	*25%*	*25%*	*20%*	*25%*	*45%*	*15%*
ANY FREE-TO-AIR TV PLATFORM	13	5	3	6	2	8	2	5	3	5	2	9	3
	10%	*13%*	*17%*	*16%*	*11%*	*15%*	*12%*	*13%*	*17%*	*15%*	*12%*	*18%*	*20%*
		41%	*22%*	*51%*	*14%*	*60%*	*18%*	*36%*	*22%*	*41%*	*15%*	*70%*	*22%*
Don't know	18	5	2	3	4	5	2	3	2	3	2	5	2
	13%	*11%*	*15%*	*8%*	*23%*	*10%*	*10%*	*8%*	*12%*	*7%*	*11%*	*9%*	*14%*
		26%	*14%*	*18%*	*21%*	*29%*	*11%*	*16%*	*11%*	*14%*	*11%*	*26%*	*11%*
None	55	13	4	15	6	17	7	11	6	12	6	13	6
	42%	*32%*	*26%*	*36%*	*36%*	*33%*	*37%*	*32%*	*34%*	*34%*	*34%*	*25%*	*39%*
		23%	*8%*	*26%*	*11%*	*31%*	*13%*	*21%*	*10%*	*22%*	*10%*	*23%*	*10%*
Not Stated	2	2	-	1	-	-	1	-	1	-	1	-	1
	1%	*4%*	-	*1%*	-	-	*3%*	-	*4%*	-	*4%*	-	*4%*
		100%	-	*38%*	-	-	*38%*	-	*38%*	-	*38%*	-	*38%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 ... is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

	Audio description for those with any difficulty seeing	Signing for those with any difficulty hearing	Subtitles for those with any difficulty hearing
Unweighted Base	320	320	320
Weighted Base	311	311	311
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	34 *11%*	32 *10%*	41 *13%*
Apple TV	3 *1%*	2 *1%*	3 *1%*
Amazon Fire Stick	2 *1%*	2 *1%*	3 *1%*
Chromecast	- -	- -	- -
Roku	- -	- -	- -
Smartphone	10 *3%*	10 *3%*	13 *4%*
Laptop or netbook computer	21 *7%*	28 *9%*	28 *9%*
Tablet computer e.g. iPad or Samsung Galaxy	4 *1%*	6 *2%*	8 *2%*
Set-top box (e.g. Sky Q, Virgin TiVo)	8 *3%*	6 *2%*	11 *4%*
Games console (e.g. PlayStation, Xbox)	2 *1%*	4 *1%*	7 *2%*
Other	1 *	2 *1%*	4 *1%*
None of these	176 *57%*	165 *53%*	151 *49%*
Don't know	51 *16%*	53 *17%*	43 *14%*

KANTAR MEDIA

Access services research

Q.16 Audio description for those with any difficulty seeing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	320	135	185	71	118	131	177	143	246	74	245	32	32	11
Weighted Base	311	135	175	83*	137	91	177	133	246	64*	257	34**	16**	4**
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	34	13	21	13	17	4	28	7	27	7	28	4	1	*
	11%	*10%*	*12%*	*16%*	*13%*	*4%*	*16%*	*5%*	*11%*	*11%*	*11%*	*12%*	*9%*	*11%*
		38%	*62%*	38%e	51%e	*11%*	81%g	*19%*	*79%*	*21%*	*83%*	*12%*	*4%*	*1%*
Laptop or netbook computer	21	10	11	9	11	1	15	5	19	2	18	3	-	-
	7%	*7%*	*6%*	*11%*	*8%*	*1%*	*9%*	*4%*	*8%*	*3%*	*7%*	*9%*	-	-
		48%	*52%*	46%e	51%e	*4%*	*74%*	*26%*	*90%*	*10%*	*85%*	*15%*	-	-
Smartphone	10	2	8	9	1	-	4	6	8	2	7	3	-	-
	3%	*1%*	*5%*	*11%*	*1%*	-	*2%*	*5%*	*3%*	*3%*	*3%*	*9%*	-	-
		16%	*84%*	90%de	*10%*	-	*37%*	*63%*	*81%*	*19%*	*68%*	*32%*	-	-
Set-top box (e.g. Sky Q, Virgin TiVo)	8	3	5	5	2	2	6	2	5	3	7	1	-	*
	3%	*2%*	*3%*	*6%*	*1%*	*2%*	*3%*	*2%*	*2%*	*5%*	*3%*	*2%*	-	*8%*
		33%	*67%*	*57%*	*22%*	*21%*	*74%*	*26%*	*64%*	*36%*	*88%*	*9%*	-	*4%*
Tablet computer e.g. iPad or Samsung Galaxy	4	3	2	1	2	*	4	-	2	2	4	-	*	-
	1%	*2%*	*1%*	*2%*	*2%*	*	*2%*	-	*1%*	*4%*	*2%*	-	*2%*	-
		63%	*37%*	*33%*	*60%*	*8%*	*100%*	-	*40%*	*60%*	*92%*	-	*8%*	-
Apple TV	3	1	2	1	2	-	1	2	3	-	3	-	-	-
	1%	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*	*1%*	-	*1%*	-	-	-
		45%	*55%*	*25%*	*75%*	-	*45%*	*55%*	*100%*	-	*100%*	-	-	-
Amazon Fire Stick	2	1	1	2	-	-	1	1	-	2	2	-	-	-
	1%	*1%*	*	*2%*	-	-	*	*1%*	-	*3%*	*1%*	-	-	-
		57%	*43%*	*100%*	-	-	*43%*	*57%*	-	100%h	*100%*	-	-	-
Games console (e.g. PlayStation, Xbox)	2	1	1	2	-	-	1	1	1	1	2	-	-	-
	1%	*1%*	*	*2%*	-	-	*	*1%*	*	*1%*	*1%*	-	-	-
		53%	*47%*	*100%*	-	-	*47%*	*53%*	*53%*	*47%*	*100%*	-	-	-
Roku	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Chromecast	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Audio description for those with any difficulty seeing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	320	135	185	71	118	131	177	143	246	74	245	32	32	11
Weighted Base	311	135	175	83*	137	91	177	133	246	64*	257	34**	16**	4**
Other	1	-	1	-	-	1	-	1	1	-	1	-	-	-
	*	-	*	-	-	1%	-	1%	*	-	*	-	-	-
		-	100%	-	-	100%	-	100%	100%	-	100%	-	-	-
None of these	176	81	95	33	78	64	89	87	137	39	143	17	13	3
	57%	60%	54%	40%	57%	70%	50%	65%	56%	60%	56%	50%	82%	75%
		46%	54%	19%	45%c	36%cd	51%	49%f	78%	22%	81%	10%	8%	2%
Don't know	51	21	30	8	23	20	28	22	44	6	43	6	1	*
	16%	16%	17%	10%	17%	22%	16%	17%	18%	10%	17%	18%	7%	6%
		42%	58%	16%	45%	39%c	56%	44%	88%	12%	85%	12%	2%	*

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Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	320	199	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	311	178	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	34	15	8	4	12	1	-	-	1	7	-	-	-	2
	11%	*8%*	*10%*	*5%*	*8%*	*2%*	-	-	*7%*	*17%*	-	-	-	*8%*
		43%	*23%*	*12%*	*34%*	*1%*	-	-	*1%*	*20%*	-	-	-	*6%*
Laptop or netbook computer	21	10	-	8	8	-	-	-	-	-	-	-	3	3
	7%	*6%*	-	*9%*	*5%*	-	-	-	-	-	-	-	*19%*	*11%*
		50%b	-	38%b	38%b	-	-	-	-	-	-	-	*16%*	*14%*
Smartphone	10	6	2	2	4	-	-	2	-	-	-	-	2	-
	3%	*3%*	*2%*	*2%*	*2%*	-	-	*13%*	-	-	-	-	*9%*	-
		60%	*19%*	*16%*	*36%*	-	-	*19%*	-	-	-	-	*16%*	-
Set-top box (e.g. Sky Q, Virgin TiVo)	8	5	-	3	3	-	-	-	-	-	-	-	2	-
	3%	*3%*	-	*3%*	*2%*	-	-	-	-	-	-	-	*10%*	-
		60%	-	*38%*	*38%*	-	-	-	-	-	-	-	*21%*	-
Tablet computer e.g. iPad or Samsung Galaxy	4	2	-	2	2	-	-	-	-	-	-	-	*	-
	1%	*1%*	-	*2%*	*1%*	-	-	-	-	-	-	-	*2%*	-
		38%	-	*38%*	*38%*	-	-	-	-	-	-	-	*8%*	-
Apple TV	3	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*1%*	-	-	-	-	-	-	-	-	-	-	-	-
		30%	-	-	-	-	-	-	-	-	-	-	-	-
Amazon Fire Stick	2	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*	-	-	-	-	-	-	-	-	-	-	-	-
		43%	-	-	-	-	-	-	-	-	-	-	-	-
Games console (e.g. PlayStation, Xbox)	2	1	-	1	1	-	-	-	-	-	-	-	-	1
	1%	*	-	*1%*	*1%*	-	-	-	-	-	-	-	-	*3%*
		47%	-	*47%*	*47%*	-	-	-	-	-	-	-	-	*47%*
Roku	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Audio description for those with any difficulty seeing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	320	199	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	311	178	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Chromecast	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	176	106	54	54	91	18	1	10	6	25	-	5	7	17
	57%	*59%*	*68%*	*61%*	*62%*	*83%*	*100%*	*69%*	*76%*	*63%*	-	*100%*	*41%*	*63%*
		60%	*31%*	*31%*	*52%*	*10%*	*1%*	*6%*	*3%*	*14%*	-	*3%*	*4%*	*10%*
Don't know	51	32	15	16	28	3	-	3	1	8	-	-	3	4
	16%	*18%*	*19%*	*18%*	*19%*	*15%*	-	*18%*	*18%*	*19%*	-	-	*19%*	*14%*
		64%	*30%*	*31%*	*55%*	*6%*	-	*5%*	*3%*	*15%*	-	-	*7%*	*7%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Audio description for those with any difficulty seeing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	320	119	125	214	228	22	24	183	190
Weighted Base	311	123	128	216	230	29**	28**	189	198
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	34	23	21	25	33	7	5	25	28
	11%	*19%*	*16%*	*11%*	*14%*	*25%*	*18%*	*13%*	*14%*
		68%	*61%*	*72%*	*95%*	*21%*	*14%*	*73%*	*81%*
Laptop or netbook computer	21	12	12	19	20	4	4	15	18
	7%	*9%*	*9%*	*9%*	*9%*	*14%*	*15%*	*8%*	*9%*
		56%	*57%*	*90%*	*96%*	*19%*	*21%*	*71%*	*84%*
Smartphone	10	4	4	7	7	3	2	8	10
	3%	*3%*	*3%*	*3%*	*3%*	*10%*	*8%*	*4%*	*5%*
		43%	*43%*	*72%*	*72%*	*29%*	*22%*	*84%*	*100%*
Set-top box (e.g. Sky Q, Virgin TiVo)	8	4	2	4	4	1	1	5	5
	3%	*3%*	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*
		47%	*31%*	*51%*	*51%*	*11%*	*11%*	*62%*	*62%*
Tablet computer e.g. iPad or Samsung Galaxy	4	2	4	4	4	1	-	4	4
	1%	*2%*	*3%*	*2%*	*2%*	*5%*	-	*2%*	*2%*
		60%	*100%*	*100%*	*100%*	*33%*	-	*92%*	*92%*
Apple TV	3	1	-	2	2	-	-	3	3
	1%	*1%*	-	*1%*	*1%*	-	-	*2%*	*2%*
		25%	-	*55%*	*55%*	-	-	*100%*	*100%*
Amazon Fire Stick	2	1	1	2	2	-	-	2	2
	1%	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	*1%*
		43%	*43%*	*100%*	*100%*	-	-	*100%*	*100%*
Games console (e.g. PlayStation, Xbox)	2	1	-	1	2	-	-	2	2
	1%	*1%*	-	*	*1%*	-	-	*1%*	*1%*
		53%	-	*47%*	*100%*	-	-	*100%*	*100%*
Roku	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Chromecast	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Audio description for those with any difficulty seeing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	320	119	125	214	228	22	24	183	190
Weighted Base	311	123	128	216	230	29**	28**	189	198
Other	1	-	1	1	1	-	1	1	1
	*	-	*1%*	*	*	-	*3%*	*	*
		-	*100%*	*100%*	*100%*	-	*100%*	*100%*	*100%*
None of these	176	61	69	122	127	10	15	100	100
	57%	*49%*	*54%*	*57%*	*55%*	*35%*	*54%*	*53%*	*51%*
		34%	*39%*	*70%*	*72%*	*6%*	*9%*	*57%*	*57%*
Don't know	51	15	14	30	30	2	-	25	27
	16%	*12%*	*11%*	*14%*	*13%*	*9%*	-	*13%*	*14%*
		29%	*28%*	*59%*	*59%*	*5%*	-	*48%*	*53%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
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Access services research

Q.16 Audio description for those with any difficulty seeing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	320	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	311	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	34	14	6	11	4	26	3	17	4	18	4	22	3
	11%	*14%*	*15%*	*12%*	*9%*	*15%*	*9%*	*20%*	*9%*	*20%*	*10%*	*15%*	*11%*
		41%	*18%*	*33%*	*12%*	*74%*	*8%*	*51%*	*11%*	*52%*	*13%*	*64%*	*8%*
Laptop or netbook computer	21	15	2	13	2	15	-	11	5	11	5	17	-
	7%	*15%*	*6%*	*13%*	*5%*	*8%*	-	*12%*	*13%*	*12%*	*12%*	*12%*	-
		72%	*12%*	*60%*	*12%*	*71%*	-	*53%*	*25%*	*53%*	*25%*	*83%*	-
Smartphone	10	4	1	4	1	5	2	8	1	5	1	5	-
	3%	*4%*	*2%*	*4%*	*2%*	*3%*	*7%*	*9%*	*3%*	*6%*	*3%*	*3%*	-
		43%	*10%*	*44%*	*10%*	*53%*	*19%*	*79%*	*12%*	*51%*	*12%*	*51%*	-
Set-top box (e.g. Sky Q, Virgin TiVo)	8	2	1	1	5	5	2	-	2	-	5	5	1
	3%	*3%*	*2%*	*1%*	*11%*	*3%*	*6%*	-	*6%*	-	*12%*	*3%*	*3%*
		31%	*9%*	*11%*	62%ce	*64%*	*21%*	-	29%gi	-	62%gi	*64%*	*9%*
Tablet computer e.g. iPad or Samsung Galaxy	4	2	1	3	-	3	-	1	1	1	1	-	-
	1%	*3%*	*3%*	*3%*	-	*2%*	-	*1%*	*3%*	*1%*	*3%*	-	-
		60%	*33%*	*67%*	-	*71%*	-	*29%*	33%k	*29%*	33%k	-	-
Apple TV	3	2	1	-	1	1	-	-	1	2	1	1	-
	1%	*2%*	*3%*	-	*3%*	*1%*	-	-	*3%*	*2%*	*3%*	*1%*	-
		55%	*45%*	-	*45%*	*30%*	-	-	*45%*	*55%*	*45%*	*25%*	-
Amazon Fire Stick	2	1	1	1	1	2	-	1	1	1	1	1	1
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	-	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*
		57%	*43%*	*57%*	*43%*	*100%*	-	*57%*	*43%*	*57%*	*43%*	*57%*	*43%*
Games console (e.g. PlayStation, Xbox)	2	1	-	1	-	2	-	1	-	2	-	2	-
	1%	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*2%*	-	*1%*	-
		53%	-	*53%*	-	*100%*	-	*53%*	-	*100%*	-	*100%*	-
Roku	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Audio description for those with any difficulty seeing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	320	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	311	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Chromecast	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Other	1	1	-	1	-	1	-	1	-	1	-	1	-
	*	*1%*	-	*1%*	-	*	-	*1%*	-	*1%*	-	*1%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
None of these	176	43	21	46	22	88	18	36	20	35	16	73	17
	57%	*44%*	*50%*	*48%*	*48%*	*50%*	*62%*	*40%*	*49%*	*39%*	*38%*	*49%*	*68%*
		25%	*12%*	*26%*	*13%*	*50%*	*10%*	*20%*	*11%*	*20%*	*9%*	*41%*	*10%*
Don't know	51	13	7	16	10	29	5	13	5	15	7	22	4
	16%	*13%*	*17%*	*17%*	*21%*	*16%*	*16%*	*15%*	*12%*	*17%*	*17%*	*15%*	*15%*
		26%	*15%*	*32%*	*19%*	*57%*	*9%*	*26%*	*9%*	*31%*	*15%*	*44%*	*7%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
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Access services research

Q.16 Signing for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	320	135	185	71	118	131	177	143	246	74	245	32	32	11
Weighted Base	311	135	175	83*	137	91	177	133	246	64*	257	34**	16**	4**
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	32	13	19	11	17	4	24	7	26	6	25	4	2	*
	10%	*9%*	*11%*	*13%*	*12%*	*4%*	*14%*	*5%*	*10%*	*9%*	*10%*	*12%*	*13%*	*11%*
		41%	*59%*	35%e	53%e	*12%*	*77%g*	*23%*	*81%*	*19%*	*80%*	*13%*	*7%*	*1%*
Laptop or netbook computer	28	11	18	14	12	3	20	9	25	3	23	5	-	-
	9%	*8%*	*10%*	*17%*	*8%*	*3%*	*11%*	*6%*	*10%*	*5%*	*9%*	*16%*	-	-
		38%	*62%*	50%e	*40%*	*9%*	*70%*	*30%*	*88%*	*12%*	*81%*	*19%*	-	-
Smartphone	10	2	9	10	-	1	4	6	8	2	7	3	-	-
	3%	*1%*	*5%*	*12%*	-	*1%*	*2%*	*5%*	*3%*	*3%*	*3%*	*9%*	-	-
		16%	*84%*	95%de	-	*5%*	*40%*	*60%*	*81%*	*19%*	*69%*	*31%*	-	-
Tablet computer e.g. iPad or Samsung Galaxy	6	4	2	3	3	-	6	-	2	4	6	-	-	-
	2%	*3%*	*1%*	*3%*	*3%*	-	*3%*	-	*1%*	*6%*	*2%*	-	-	-
		65%	*35%*	*44%*	*56%*	-	100%g	-	*38%*	62%h	*100%*	-	-	-
Set-top box (e.g. Sky Q, Virgin TiVo)	6	1	4	3	2	1	4	2	4	2	5	1	-	*
	2%	*1%*	*3%*	*4%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	-	*8%*
		23%	*77%*	*57%*	*31%*	*12%*	*63%*	*37%*	*72%*	*28%*	*82%*	*12%*	-	*5%*
Games console (e.g. PlayStation, Xbox)	4	3	1	4	-	-	2	2	2	2	3	-	1	-
	1%	*2%*	*	*5%*	-	-	*1%*	*2%*	*1%*	*2%*	*1%*	-	*5%*	-
		80%	*20%*	100%de	-	-	*41%*	*59%*	*59%*	*41%*	*79%*	-	*21%*	-
Apple TV	2	1	1	-	2	-	1	1	2	-	2	-	-	-
	1%	*1%*	*1%*	-	*2%*	-	*1%*	*1%*	*1%*	-	*1%*	-	-	-
		60%	*40%*	-	*100%*	-	*60%*	*40%*	*100%*	-	*100%*	-	-	-
Amazon Fire Stick	2	1	1	2	-	-	1	1	-	2	2	-	-	-
	1%	*1%*	*	*2%*	-	-	*	*1%*	-	*3%*	*1%*	-	-	-
		57%	*43%*	*100%*	-	-	*43%*	*57%*	-	100%h	*100%*	-	-	-
Roku	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Chromecast	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
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Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	320	135	185	71	118	131	177	143	246	74	245	32	32	11
Weighted Base	311	135	175	83*	137	91	177	133	246	64*	257	34**	16**	4**
Other	2	-	2	-	2	1	2	1	2	-	2	-	-	-
	1%	-	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	-	-
		-	*100%*	-	*67%*	*33%*	*67%*	*33%*	*100%*	-	*100%*	-	-	-
None of these	165	80	86	29	74	62	80	86	130	35	135	16	13	2
	53%	*59%*	*49%*	*35%*	*54%*	*68%*	*45%*	*64%*	*53%*	*55%*	*52%*	*46%*	*77%*	*67%*
		48%	*52%*	*18%*	45%c	37%cd	*48%*	52%f	*79%*	*21%*	*81%*	*10%*	*8%*	*1%*
Don't know	53	20	33	7	25	21	34	19	44	9	46	5	1	1
	17%	*15%*	*19%*	*8%*	*19%*	*23%*	*19%*	*14%*	*18%*	*14%*	*18%*	*15%*	*5%*	*14%*
		37%	*63%*	*13%*	*48%*	39%c	*65%*	*35%*	*83%*	*17%*	*88%*	*10%*	*2%*	*1%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Signing for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	320	199	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	311	178	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	32	14	9	4	11	1	-	-	1	8	-	-	-	3
	10%	*8%*	*11%*	*4%*	*8%*	*5%*	-	-	*7%*	*19%*	-	-	-	*11%*
		45%	*27%*	*12%*	*35%*	*4%*	-	-	*2%*	*24%*	-	-	-	*9%*
Laptop or netbook computer	28	15	1	12	12	1	-	-	-	1	-	-	3	5
	9%	*8%*	*2%*	*14%*	*8%*	*6%*	-	-	-	*3%*	-	-	*19%*	*20%*
		51%b	*4%*	43%b	43%b	*4%*	-	-	-	*4%*	-	-	*12%*	*18%*
Smartphone	10	6	2	2	4	-	-	2	-	-	-	-	2	1
	3%	*4%*	*2%*	*2%*	*3%*	-	-	*13%*	-	-	-	-	*9%*	*2%*
		63%	*19%*	*21%*	*40%*	-	-	*19%*	-	-	-	-	*16%*	*5%*
Tablet computer e.g. iPad or Samsung Galaxy	6	3	-	3	3	-	-	-	-	-	-	-	-	-
	2%	*1%*	-	*3%*	*2%*	-	-	-	-	-	-	-	-	-
		43%	-	*43%*	*43%*	-	-	-	-	-	-	-	-	-
Set-top box (e.g. Sky Q, Virgin TiVo)	6	2	-	1	1	-	-	-	-	-	-	-	1	-
	2%	*1%*	-	*1%*	*	-	-	-	-	-	-	-	*4%*	-
		43%	-	*12%*	*12%*	-	-	-	-	-	-	-	*12%*	-
Games console (e.g. PlayStation, Xbox)	4	2	-	2	2	-	-	-	-	-	-	-	-	1
	1%	*1%*	-	*2%*	*1%*	-	-	-	-	-	-	-	-	*3%*
		57%	-	*57%*	*57%*	-	-	-	-	-	-	-	-	*20%*
Apple TV	2	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*1%*	-	-	-	-	-	-	-	-	-	-	-	-
		40%	-	-	-	-	-	-	-	-	-	-	-	-
Amazon Fire Stick	2	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*	-	-	-	-	-	-	-	-	-	-	-	-
		43%	-	-	-	-	-	-	-	-	-	-	-	-
Roku	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Signing for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	320	199	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	311	178	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Chromecast	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*1%*	-	-	-	-	-	-	-	-	-	-	-	-
		67%	-	-	-	-	-	-	-	-	-	-	-	-
None of these	165	103	55	52	90	17	1	10	6	25	-	5	9	14
	53%	*58%*	*69%*	*59%*	*61%*	*79%*	*100%*	*67%*	*76%*	*62%*	-	*87%*	*49%*	*53%*
		62%	*33%*	*31%*	*54%*	*10%*	*1%*	*6%*	*4%*	*15%*	-	*3%*	*5%*	*8%*
Don't know	53	30	13	13	24	2	-	3	1	7	-	1	3	3
	17%	*17%*	*17%*	*15%*	*17%*	*9%*	-	*20%*	*18%*	*16%*	-	*13%*	*18%*	*12%*
		56%	*25%*	*25%*	*46%*	*4%*	-	*6%*	*3%*	*12%*	-	*1%*	*6%*	*6%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Signing for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	320	119	125	214	228	22	24	183	190
Weighted Base	311	123	128	216	230	29**	28**	189	198
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	32	21	17	22	29	6	4	23	25
	10%	*17%*	*14%*	*10%*	*13%*	*20%*	*15%*	*12%*	*13%*
		66%	*55%*	*70%*	*93%*	*18%*	*13%*	*72%*	*81%*
Laptop or netbook computer	28	14	14	22	24	4	6	18	21
	9%	*11%*	*11%*	*10%*	*11%*	*14%*	*22%*	*10%*	*11%*
		49%	*48%*	*78%*	*85%*	*14%*	*22%*	*64%*	*73%*
Smartphone	10	4	5	7	7	3	2	9	10
	3%	*3%*	*4%*	*3%*	*3%*	*10%*	*7%*	*5%*	*5%*
		42%	*49%*	*73%*	*73%*	*28%*	*20%*	*84%*	*100%*
Tablet computer e.g. iPad or Samsung Galaxy	6	2	5	5	5	1	-	5	5
	2%	*2%*	*4%*	*2%*	*2%*	*5%*	-	*3%*	*2%*
		41%	*78%*	*78%*	*78%*	*22%*	-	*78%*	*78%*
Set-top box (e.g. Sky Q, Virgin TiVo)	6	4	2	4	4	1	1	5	5
	2%	*3%*	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*
		67%	*44%*	*72%*	*72%*	*16%*	*16%*	*88%*	*88%*
Games console (e.g. PlayStation, Xbox)	4	2	1	3	4	-	-	2	2
	1%	*2%*	*1%*	*1%*	*2%*	-	-	*1%*	*1%*
		59%	*37%*	*78%*	*100%*	-	-	*63%*	*63%*
Apple TV	2	-	-	1	1	-	-	2	2
	1%	-	-	*	*	-	-	*1%*	*1%*
		-	-	*40%*	*40%*	-	-	*100%*	*100%*
Amazon Fire Stick	2	1	1	2	2	-	-	2	2
	1%	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	*1%*
		43%	*43%*	*100%*	*100%*	-	-	*100%*	*100%*
Roku	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Chromecast	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Signing for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	320	119	125	214	228	22	24	183	190
Weighted Base	311	123	128	216	230	29**	28**	189	198
Other	2	-	1	2	2	-	1	2	2
	1%	-	*1%*	*1%*	*1%*	-	*3%*	*1%*	*1%*
		-	*33%*	*100%*	*100%*	-	*33%*	*100%*	*100%*
None of these	165	55	63	114	119	8	12	91	91
	53%	*45%*	*49%*	*53%*	*51%*	*27%*	*42%*	*48%*	*46%*
		33%	*38%*	*69%*	*72%*	*5%*	*7%*	*55%*	*55%*
Don't know	53	20	19	33	33	6	2	30	32
	17%	*16%*	*15%*	*15%*	*14%*	*22%*	*9%*	*16%*	*16%*
		37%	*35%*	*63%*	*63%*	*12%*	*5%*	*56%*	*61%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Signing for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	320	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	311	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	32	12	6	9	4	22	3	14	4	15	4	19	3
	10%	*12%*	*15%*	*10%*	*9%*	*13%*	*9%*	*16%*	*9%*	*16%*	*10%*	*12%*	*11%*
		37%	*20%*	*30%*	*13%*	*70%*	*9%*	*44%*	*11%*	*46%*	*14%*	*59%*	*8%*
Laptop or netbook computer	28	20	4	17	4	18	3	14	6	14	6	22	1
	9%	*20%*	*10%*	*18%*	*9%*	*10%*	*9%*	*16%*	*15%*	*16%*	*14%*	*15%*	*4%*
		70%e	*15%*	*61%*	*15%*	*62%*	*9%*	*51%*	*21%*	*51%*	*21%*	*78%*	*3%*
Smartphone	10	4	1	5	-	5	2	8	2	6	1	6	1
	3%	*4%*	*2%*	*5%*	-	*3%*	*8%*	*9%*	*5%*	*6%*	*3%*	*4%*	*2%*
		42%	*7%*	*50%*	-	*49%*	*24%*	*76%*	*19%*	*57%*	*11%*	*57%*	*5%*
Tablet computer e.g. iPad or Samsung Galaxy	6	2	2	2	2	5	-	1	2	2	3	2	-
	2%	*3%*	*5%*	*3%*	*5%*	*3%*	-	*1%*	*6%*	*2%*	*6%*	*2%*	-
		41%	*38%*	*41%*	*37%*	*80%*	-	*20%*	*38%*	*35%*	*44%*	*37%*	-
Set-top box (e.g. Sky Q, Virgin TiVo)	6	2	1	1	4	4	1	-	2	-	4	4	1
	2%	*3%*	*2%*	*1%*	*8%*	*2%*	*2%*	-	*6%*	-	*8%*	*3%*	*3%*
		44%	*12%*	*16%*	63%c	*67%*	*12%*	-	40%gi	-	63%gi	*67%*	*12%*
Games console (e.g. PlayStation, Xbox)	4	2	-	2	1	4	-	2	-	3	-	4	-
	1%	*2%*	-	*2%*	*3%*	*2%*	-	*3%*	-	*3%*	-	*3%*	-
		59%	-	*43%*	*37%*	*100%*	-	*59%*	-	*79%*	-	*100%*	-
Apple TV	2	1	1	-	1	1	-	-	1	1	1	-	-
	1%	*1%*	*3%*	-	*3%*	*1%*	-	-	*3%*	*1%*	*3%*	-	-
		40%	*60%*	-	*60%*	*40%*	-	-	60%k	*40%*	60%k	-	-
Amazon Fire Stick	2	1	1	1	1	2	-	1	1	1	1	1	1
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	-	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*
		57%	*43%*	*57%*	*43%*	*100%*	-	*57%*	*43%*	*57%*	*43%*	*57%*	*43%*
Roku	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Signing for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	320	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	311	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Chromecast	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Other	2	2	-	2	-	2	-	2	-	2	-	2	-
	1%	*2%*	-	*2%*	-	*1%*	-	*3%*	-	*3%*	-	*2%*	-
		100%	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-
None of these	165	40	20	43	21	83	17	34	18	34	16	66	16
	53%	*40%*	*46%*	*45%*	*45%*	*47%*	*58%*	*38%*	*45%*	*37%*	*38%*	*45%*	*66%*
		24%	*12%*	*26%*	*13%*	*50%*	*10%*	*20%*	*11%*	*21%*	*10%*	*40%*	*10%*
Don't know	53	12	6	13	8	30	4	12	4	13	7	22	3
	17%	*13%*	*15%*	*14%*	*16%*	*17%*	*13%*	*13%*	*10%*	*14%*	*15%*	*15%*	*11%*
		24%	*12%*	*25%*	*14%*	*57%*	*7%*	*22%*	*7%*	*24%*	*12%*	*42%*	*5%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Subtitles for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	320	135	185	71	118	131	177	143	246	74	245	32	32	11
Weighted Base	311	135	175	83*	137	91	177	133	246	64*	257	34**	16**	4**
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	41	18	23	12	23	5	29	12	34	6	33	5	2	*
	13%	*13%*	*13%*	*15%*	*17%*	*6%*	*16%*	*9%*	*14%*	*10%*	*13%*	*15%*	*15%*	*11%*
		43%	*57%*	30%e	57%e	*13%*	*71%*	*29%*	*84%*	*16%*	*81%*	*13%*	*6%*	*1%*
Laptop or netbook computer	28	12	16	12	12	4	21	7	26	3	24	4	-	-
	9%	*9%*	*9%*	*15%*	*9%*	*5%*	*12%*	*5%*	*10%*	*4%*	*9%*	*12%*	-	-
		44%	*56%*	43%e	*42%*	*15%*	*74%*	*26%*	*90%*	*10%*	*85%*	*15%*	-	-
Smartphone	13	4	9	12	1	-	7	6	10	3	9	4	-	-
	4%	*3%*	*5%*	*14%*	*1%*	-	*4%*	*5%*	*4%*	*5%*	*3%*	*13%*	-	-
		34%	*66%*	90%de	*10%*	-	*53%*	*47%*	*76%*	*24%*	*67%*	*33%*	-	-
Set-top box (e.g. Sky Q, Virgin TiVo)	11	5	7	7	3	1	8	3	7	4	9	2	-	*
	4%	*3%*	*4%*	*9%*	*2%*	*1%*	*4%*	*3%*	*3%*	*7%*	*3%*	*6%*	-	*8%*
		41%	*59%*	64%de	*24%*	*11%*	*70%*	*30%*	*63%*	*37%*	*80%*	*18%*	-	*3%*
Tablet computer e.g. iPad or Samsung Galaxy	8	4	4	1	6	1	8	-	4	4	8	-	-	-
	2%	*3%*	*2%*	*2%*	*4%*	*1%*	*4%*	-	*2%*	*6%*	*3%*	-	-	-
		50%	*50%*	*18%*	*73%*	*9%*	100%g	-	*51%*	*49%*	*100%*	-	-	-
Games console (e.g. PlayStation, Xbox)	7	4	3	6	1	-	2	5	5	2	6	-	1	-
	2%	*3%*	*2%*	*7%*	*1%*	-	*1%*	*4%*	*2%*	*2%*	*2%*	-	*5%*	-
		60%	*40%*	86%de	*14%*	-	*23%*	*77%*	*77%*	*23%*	*88%*	-	*12%*	-
Apple TV	3	1	2	2	1	-	2	1	3	-	3	-	-	-
	1%	*1%*	*1%*	*2%*	*1%*	-	*1%*	*1%*	*1%*	-	*1%*	-	-	-
		47%	*53%*	*53%*	*47%*	-	*74%*	*26%*	*100%*	-	*100%*	-	-	-
Amazon Fire Stick	3	1	2	3	-	-	1	2	1	2	3	-	-	-
	1%	*1%*	*1%*	*3%*	-	-	*	*1%*	*	*3%*	*1%*	-	-	-
		39%	*61%*	*100%*	-	-	*29%*	*71%*	*32%*	*68%*	*100%*	-	-	-
Roku	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Chromecast	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

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		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	320	135	185	71	118	131	177	143	246	74	245	32	32	11
Weighted Base	311	135	175	83*	137	91	177	133	246	64*	257	34**	16**	4**
Other	4	2	2	-	1	3	2	2	2	2	3	-	1	-
	1%	*2%*	*1%*	*-*	*1%*	*3%*	*1%*	*2%*	*1%*	*3%*	*1%*	*-*	*6%*	*-*
		59%	*41%*	*-*	*19%*	*81%*	*42%*	*58%*	*56%*	*44%*	*74%*	*-*	*26%*	*-*
None of these	151	68	83	25	68	57	73	78	118	33	124	13	11	2
	49%	*50%*	*47%*	*31%*	*50%*	*62%*	*41%*	*58%*	*48%*	*51%*	*48%*	*39%*	*67%*	*67%*
		45%	*55%*	*17%*	*45%c*	*38%c*	*49%*	*51%f*	*78%*	*22%*	*82%*	*9%*	*7%*	*2%*
Don't know	43	16	27	2	20	20	26	17	36	7	36	5	1	1
	14%	*12%*	*15%*	*3%*	*15%*	*22%*	*15%*	*13%*	*15%*	*10%*	*14%*	*15%*	*7%*	*14%*
		37%	*63%*	*6%*	*48%c*	*47%c*	*61%*	*39%*	*85%*	*15%*	*84%*	*12%*	*3%*	*1%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
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Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	320	199	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	311	178	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	41	20	11	5	15	1	-	-	2	8	-	-	-	3
	13%	*11%*	*14%*	*5%*	*10%*	*5%*	-	-	*24%*	*19%*	-	-	-	*11%*
		48%	*27%*	*12%*	*36%*	*3%*	-	-	*5%*	*19%*	-	-	-	*7%*
Laptop or netbook computer	28	14	1	10	11	-	-	-	-	1	-	-	3	3
	9%	*8%*	*1%*	*11%*	*7%*	-	-	-	-	*2%*	-	-	*19%*	*11%*
		51%b	*3%*	35%b	38%b	-	-	-	-	*3%*	-	-	*12%*	*11%*
Smartphone	13	6	2	2	4	-	-	2	-	-	-	-	2	-
	4%	*3%*	*2%*	*2%*	*2%*	-	-	*13%*	-	-	-	-	*9%*	-
		45%	*15%*	*12%*	*27%*	-	-	*15%*	-	-	-	-	*12%*	-
Set-top box (e.g. Sky Q, Virgin TiVo)	11	5	1	3	3	1	-	-	-	1	-	-	1	1
	4%	*3%*	*2%*	*4%*	*2%*	*6%*	-	-	-	*3%*	-	-	*4%*	*5%*
		45%	*11%*	*29%*	*29%*	*11%*	-	-	-	*11%*	-	-	*6%*	*11%*
Tablet computer e.g. iPad or Samsung Galaxy	8	2	1	1	2	-	-	-	-	1	-	-	-	-
	2%	*1%*	*1%*	*1%*	*1%*	-	-	-	-	*2%*	-	-	-	-
		26%	*9%*	*17%*	*26%*	-	-	-	-	*9%*	-	-	-	-
Games console (e.g. PlayStation, Xbox)	7	3	-	2	2	-	-	-	-	-	-	-	-	1
	2%	*2%*	-	*2%*	*1%*	-	-	-	-	-	-	-	-	*3%*
		47%	-	*33%*	*33%*	-	-	-	-	-	-	-	-	*12%*
Apple TV	3	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Amazon Fire Stick	3	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*	-	-	-	-	-	-	-	-	-	-	-	-
		29%	-	-	-	-	-	-	-	-	-	-	-	-
Roku	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

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Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	320	199	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	311	178	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Chromecast	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other	4	3	1	*	1	*	-	1	-	*	-	-	-	-
	1%	*1%*	*1%*	*	*1%*	*1%*	-	*5%*	-	*1%*	-	-	-	-
		66%	*26%*	*8%*	*26%*	*8%*	-	*19%*	-	*8%*	-	-	-	-
None of these	151	96	49	51	85	15	1	9	5	21	-	5	7	15
	49%	*54%*	*62%*	*58%*	*58%*	*70%*	*100%*	*62%*	*58%*	*53%*	-	*100%*	*41%*	*58%*
		64%	*33%*	*34%*	*57%*	*10%*	*1%*	*6%*	*3%*	*14%*	-	*4%*	*5%*	*10%*
Don't know	43	28	14	14	24	4	-	3	1	8	-	-	5	3
	14%	*16%*	*17%*	*16%*	*17%*	*17%*	-	*20%*	*18%*	*20%*	-	-	*27%*	*12%*
		66%	*32%*	*33%*	*57%*	*9%*	-	*7%*	*3%*	*19%*	-	-	*11%*	*7%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Subtitles for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	320	119	125	214	228	22	24	183	190
Weighted Base	311	123	128	216	230	29**	28**	189	198
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	41	23	18	31	37	6	2	32	33
	13%	*19%*	*14%*	*14%*	*16%*	*20%*	*7%*	*17%*	*17%*
		57%	*45%*	*76%*	*90%*	*14%*	*5%*	*79%*	*82%*
Laptop or netbook computer	28	15	16	24	26	4	5	21	23
	9%	*12%*	*12%*	*11%*	*11%*	*14%*	*18%*	*11%*	*12%*
		54%	*55%*	*83%*	*91%*	*14%*	*18%*	*72%*	*82%*
Smartphone	13	5	7	9	10	3	3	10	13
	4%	*4%*	*5%*	*4%*	*5%*	*10%*	*9%*	*5%*	*7%*
		42%	*52%*	*69%*	*79%*	*22%*	*20%*	*77%*	*100%*
Set-top box (e.g. Sky Q, Virgin TiVo)	11	7	3	8	8	1	1	8	8
	4%	*6%*	*3%*	*4%*	*4%*	*3%*	*3%*	*4%*	*4%*
		66%	*31%*	*74%*	*74%*	*8%*	*8%*	*71%*	*71%*
Tablet computer e.g. iPad or Samsung Galaxy	8	4	7	8	8	1	2	8	8
	2%	*4%*	*5%*	*4%*	*3%*	*5%*	*6%*	*4%*	*4%*
		58%	*88%*	*100%*	*100%*	*18%*	*21%*	*100%*	*100%*
Games console (e.g. PlayStation, Xbox)	7	3	2	6	7	-	-	5	5
	2%	*3%*	*2%*	*3%*	*3%*	-	-	*3%*	*3%*
		48%	*35%*	*87%*	*100%*	-	-	*79%*	*79%*
Apple TV	3	1	1	2	2	-	1	3	3
	1%	*1%*	*1%*	*1%*	*1%*	-	*3%*	*2%*	*1%*
		26%	*27%*	*53%*	*53%*	-	*27%*	*100%*	*100%*
Amazon Fire Stick	3	1	1	3	3	-	-	3	3
	1%	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	*1%*
		29%	*29%*	*100%*	*100%*	-	-	*100%*	*100%*
Roku	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Chromecast	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
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Access services research

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Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	320	119	125	214	228	22	24	183	190
Weighted Base	311	123	128	216	230	29**	28**	189	198
Other	4	2	3	4	4	-	1	4	4
	1%	*1%*	*3%*	*2%*	*2%*	-	*3%*	*2%*	*2%*
		45%	*85%*	*100%*	*100%*	-	*19%*	*100%*	*100%*
None of these	151	48	57	98	102	9	13	77	77
	49%	*39%*	*44%*	*45%*	*44%*	*32%*	*47%*	*41%*	*39%*
		32%	*38%*	*65%*	*68%*	*6%*	*9%*	*51%*	*51%*
Don't know	43	13	13	25	25	5	1	19	22
	14%	*10%*	*10%*	*11%*	*11%*	*17%*	*4%*	*10%*	*11%*
		30%	*31%*	*58%*	*58%*	*12%*	*2%*	*45%*	*51%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
**** very small base (under 30) ineligible for sig testing**

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Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	320	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	311	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	41	17	6	14	4	31	4	19	4	20	4	25	2
	13%	*17%*	*15%*	*14%*	*9%*	*18%*	*13%*	*21%*	*9%*	*22%*	*10%*	*17%*	*8%*
		42%	*15%*	*33%*	*10%*	*76%*	*9%*	*46%*	*9%*	*49%*	*11%*	*62%*	*5%*
Laptop or netbook computer	28	17	3	14	5	20	1	13	6	14	8	22	1
	9%	*17%*	*8%*	*15%*	*10%*	*11%*	*3%*	*14%*	*15%*	*15%*	*18%*	*15%*	*4%*
		61%	*12%*	*51%*	*17%*	*70%*	*3%*	*45%*	*22%*	*49%*	*27%*	*78%*	*3%*
Smartphone	13	4	2	6	-	8	2	9	1	7	1	9	-
	4%	*4%*	*4%*	*6%*	-	*5%*	*7%*	*11%*	*3%*	*7%*	*3%*	*6%*	-
		33%	*12%*	*45%*	-	*64%*	*15%*	*72%*	*9%*	*51%*	*9%*	*71%*	-
Set-top box (e.g. Sky Q, Virgin TiVo)	11	4	1	4	5	8	1	-	2	-	5	8	1
	4%	*4%*	*2%*	*4%*	*11%*	*5%*	*2%*	-	*6%*	-	*12%*	*5%*	*3%*
		39%	*6%*	*37%*	*44%*	*72%*	*6%*	-	20%gi	-	44%gi	69%gi	*6%*
Tablet computer e.g. iPad or Samsung Galaxy	8	2	4	2	2	6	-	1	3	2	2	2	1
	2%	*3%*	*9%*	*3%*	*4%*	*3%*	-	*1%*	*7%*	*2%*	*5%*	*1%*	*3%*
		33%	*51%*	*33%*	*25%*	*75%*	-	*16%*	*39%*	*28%*	*27%*	*28%*	*9%*
Games console (e.g. PlayStation, Xbox)	7	2	2	2	3	7	-	2	-	3	-	7	-
	2%	*2%*	*4%*	*2%*	*7%*	*4%*	-	*3%*	-	*3%*	-	*4%*	-
		34%	*28%*	*25%*	*50%*	*100%*	-	*34%*	-	*46%*	-	*100%*	-
Apple TV	3	1	2	1	1	1	-	-	2	2	1	2	-
	1%	*1%*	*5%*	*1%*	*3%*	*	-	-	*5%*	*2%*	*3%*	*1%*	-
		26%	74%e	*27%*	*47%*	*27%*	-	-	74%g	*53%*	*47%*	*53%*	-
Amazon Fire Stick	3	1	1	1	1	3	-	1	1	1	1	2	1
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	-	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*
		39%	*29%*	*39%*	*29%*	*100%*	-	*39%*	*29%*	*39%*	*29%*	*71%*	*29%*
Roku	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Subtitles for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with a hearing or visual impairment or have personally accessed a visual or hearing service

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	320	96	43	92	46	173	32	83	42	85	43	141	30
Weighted Base	311	99*	42*	97*	46*	176	30**	89*	40*	91*	43*	149	24**
Chromecast	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Other	4	1	1	1	-	3	-	2	-	1	-	1	-
	1%	*1%*	*2%*	*1%*	-	*2%*	-	*2%*	-	*1%*	-	*1%*	-
		19%	*22%*	*19%*	-	*78%*	-	*41%*	-	*19%*	-	*38%*	-
None of these	151	38	17	41	20	69	18	33	17	33	16	57	17
	49%	*38%*	*41%*	*43%*	*44%*	*39%*	*60%*	*37%*	*43%*	*36%*	*37%*	*38%*	*69%*
		25%	*12%*	*27%*	*14%*	*46%*	*12%*	*22%*	*12%*	*22%*	*10%*	*38%*	*11%*
Don't know	43	11	4	11	5	21	5	9	4	9	5	14	2
	14%	*12%*	*9%*	*11%*	*11%*	*12%*	*16%*	*10%*	*9%*	*10%*	*11%*	*9%*	*10%*
		27%	*9%*	*25%*	*11%*	*48%*	*11%*	*21%*	*9%*	*21%*	*11%*	*33%*	*6%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 ... is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with any hearing\visual impairment

	Audio description for those with any difficulty seeing	Signing for those with any difficulty hearing	Subtitles for those with any difficulty hearing
Unweighted Base	167	167	167
Weighted Base	147	147	147
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	12 *8%*	11 *8%*	15 *10%*
Apple TV	- -	- -	- -
Amazon Fire Stick	- -	- -	- -
Chromecast	- -	- -	- -
Roku	- -	- -	- -
Smartphone	4 *2%*	4 *3%*	4 *2%*
Laptop or netbook computer	8 *5%*	12 *8%*	11 *7%*
Tablet computer e.g. iPad or Samsung Galaxy	2 *1%*	3 *2%*	2 *1%*
Set-top box (e.g. Sky Q, Virgin TiVo)	3 *2%*	1 *	3 *2%*
Games console (e.g. PlayStation, Xbox)	1 *1%*	2 *1%*	2 *1%*
Other	- -	- -	1 *1%*
None of these	91 *62%*	90 *61%*	85 *58%*
Don't know	28 *19%*	24 *17%*	24 *17%*

Access services research

Q.16 Audio description for those with any difficulty seeing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with any hearing\visual impairment

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base	147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	12	4	7	5	4	3	6	5	9	3	8	3	1	-
	8%	*7%*	*8%*	*18%*	*7%*	*4%*	*11%*	*6%*	*8%*	*7%*	*7%*	*13%*	*8%*	-
		37%	*63%*	*39%*	*35%*	*26%*	*56%*	*44%*	*76%*	*24%*	*69%*	*24%*	*7%*	-
Laptop or netbook computer	8	1	7	2	5	1	5	3	6	2	6	2	-	-
	5%	*1%*	*8%*	*8%*	*10%*	*1%*	*8%*	*3%*	*5%*	*5%*	*5%*	*10%*	-	-
		9%	*91%*	*25%*	65%e	*9%*	*62%*	*38%*	*75%*	*25%*	*75%*	*25%*	-	-
Smartphone	4	2	2	4	-	-	2	2	2	2	2	2	-	-
	2%	*3%*	*2%*	*14%*	-	-	*3%*	*2%*	*1%*	*5%*	*1%*	*9%*	-	-
		46%	*54%*	*100%*	-	-	*46%*	*54%*	*46%*	*54%*	*46%*	*54%*	-	-
Set-top box (e.g. Sky Q, Virgin TiVo)	3	1	2	1	-	2	3	-	2	1	2	1	-	-
	2%	*2%*	*2%*	*5%*	-	*3%*	*5%*	-	*2%*	*4%*	*2%*	*3%*	-	-
		44%	*56%*	*44%*	-	*56%*	100%g	-	*56%*	*44%*	*77%*	*23%*	-	-
Tablet computer e.g. iPad or Samsung Galaxy	2	1	*	-	1	*	2	-	*	1	1	-	*	-
	1%	*2%*	*	-	*2%*	*	*3%*	-	*	*3%*	*1%*	-	*3%*	-
		80%	*20%*	-	*80%*	*20%*	*100%*	-	*20%*	*80%*	*80%*	-	*20%*	-
Games console (e.g. PlayStation, Xbox)	1	-	1	1	-	-	1	-	-	1	1	-	-	-
	1%	-	*1%*	*3%*	-	-	*1%*	-	-	*2%*	*1%*	-	-	-
		-	*100%*	*100%*	-	-	*100%*	-	-	*100%*	*100%*	-	-	-
Amazon Fire Stick	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Chromecast	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Roku	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Apple TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Audio description for those with any difficulty seeing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with any hearing\visual impairment

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base	147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	91	38	53	9	35	46	33	58	67	23	71	9	8	2
	62%	*63%*	*61%*	*37%*	*65%*	*68%*	*55%*	*66%*	*62%*	*62%*	*62%*	*45%*	*83%*	*91%*
		42%	*58%*	*10%*	*39%*	*51%*	*36%*	*64%*	*74%*	*26%*	*78%*	*10%*	*9%*	*3%*
Don't know	28	13	15	4	8	16	8	19	23	4	23	4	1	*
	19%	*21%*	*17%*	*14%*	*15%*	*23%*	*14%*	*22%*	*21%*	*11%*	*20%*	*20%*	*6%*	*9%*
		47%	*53%*	*13%*	*30%*	*57%*	*30%*	*70%*	*85%*	*15%*	*82%*	*15%*	*2%*	*1%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Audio description for those with any difficulty seeing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with any hearing\visual impairment

	Total	Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
		Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	12	12	8	4	12	1	-	-	1	7	-	-	-	2
	8%	*8%*	*10%*	*5%*	*8%*	*2%*	-	-	*7%*	*17%*	-	-	-	*8%*
		100%	*69%*	*36%*	*100%*	*4%*	-	-	*4%*	*60%*	-	-	-	*19%*
Laptop or netbook computer	8	8	-	8	8	-	-	-	-	-	-	-	3	3
	5%	*5%*	-	*9%*	*5%*	-	-	-	-	-	-	-	*19%*	*11%*
		100%b	-	100%b	100%b	-	-	-	-	-	-	-	*43%*	*38%*
Smartphone	4	4	2	2	4	-	-	2	-	-	-	-	2	-
	2%	*2%*	*2%*	*2%*	*2%*	-	-	*13%*	-	-	-	-	*9%*	-
		100%	*54%*	*46%*	*100%*	-	-	*54%*	-	-	-	-	*46%*	-
Set-top box (e.g. Sky Q, Virgin TiVo)	3	3	-	3	3	-	-	-	-	-	-	-	2	-
	2%	*2%*	-	*3%*	*2%*	-	-	-	-	-	-	-	*10%*	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	*56%*	-
Tablet computer e.g. iPad or Samsung Galaxy	2	2	-	2	2	-	-	-	-	-	-	-	*	-
	1%	*1%*	-	*2%*	*1%*	-	-	-	-	-	-	-	*2%*	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	*20%*	-
Games console (e.g. PlayStation, Xbox)	1	1	-	1	1	-	-	-	-	-	-	-	-	1
	1%	*1%*	-	*1%*	*1%*	-	-	-	-	-	-	-	-	*3%*
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	-	*100%*
Amazon Fire Stick	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Chromecast	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Roku	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Audio description for those with any difficulty seeing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with any hearing\visual impairment

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Apple TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	91	91	54	54	91	18	1	10	6	25	-	5	7	17
	62%	*62%*	*68%*	*61%*	*62%*	*83%*	*100%*	*69%*	*76%*	*63%*	-	*100%*	*41%*	*63%*
		100%	*60%*	*59%*	*100%*	*19%*	*1%*	*11%*	*7%*	*28%*	-	*6%*	*8%*	*18%*
Don't know	28	28	15	16	28	3	-	3	1	8	-	-	3	4
	19%	*19%*	*19%*	*18%*	*19%*	*15%*	-	*18%*	*18%*	*19%*	-	-	*19%*	*14%*
		100%	*55%*	*56%*	*100%*	*11%*	-	*10%*	*5%*	*28%*	-	-	*12%*	*14%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Audio description for those with any difficulty seeing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with any hearing\visual impairment

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	167	39	44	83	87	2	2	35	37
Weighted Base	147	34*	40*	76*	79*	3**	2**	32**	35*
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	12	7	6	9	10	2	1	5	5
	8%	*20%*	*16%*	*11%*	*13%*	*52%*	*34%*	*16%*	*14%*
		57%	*54%*	*74%*	*86%*	*15%*	*6%*	*42%*	*42%*
Laptop or netbook computer	8	4	4	7	7	-	1	3	5
	5%	*11%*	*10%*	*9%*	*9%*	-	*66%*	*11%*	*14%*
		46%	*49%*	*91%*	*91%*	-	*17%*	*42%*	*59%*
Smartphone	4	-	-	2	2	2	-	2	4
	2%	-	-	*3%*	*2%*	*48%*	-	*6%*	*10%*
		-	-	*54%*	*54%*	*46%*	-	*54%*	*100%*
Set-top box (e.g. Sky Q, Virgin TiVo)	3	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Tablet computer e.g. iPad or Samsung Galaxy	2	1	2	2	2	-	-	1	1
	1%	*4%*	*4%*	*2%*	*2%*	-	-	*4%*	*4%*
		80%	*100%*	*100%*	*100%*	-	-	*80%*	*80%*
Games console (e.g. PlayStation, Xbox)	1	-	-	1	1	-	-	1	1
	1%	-	-	*1%*	*1%*	-	-	*2%*	*2%*
		-	-	*100%*	*100%*	-	-	*100%*	*100%*
Amazon Fire Stick	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Chromecast	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Roku	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Apple TV	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Audio description for those with any difficulty seeing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with any hearing\visual impairment

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	167	39	44	83	87	2	2	35	37
Weighted Base	147	34*	40*	76*	79*	3**	2**	32**	35*
Other	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
None of these	91	17	26	47	49	-	-	15	15
	62%	*52%*	*64%*	*62%*	*62%*	-	-	*49%*	*44%*
		19%	*28%*	*52%*	*54%*	-	-	*17%*	*17%*
Don't know	28	5	3	9	9	-	-	4	4
	19%	*14%*	*7%*	*11%*	*11%*	-	-	*13%*	*12%*
		17%	*10%*	*32%*	*32%*	-	-	*15%*	*15%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Audio description for those with any difficulty seeing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with any hearing\visual impairment

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base	147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	12	5	3	6	-	7	-	6	2	6	2	6	2
	8%	*12%*	*14%*	*13%*	-	*11%*	-	*15%*	*8%*	*15%*	*8%*	*11%*	*9%*
		46%	*22%*	*50%*	-	*57%*	-	*50%*	*13%*	*50%*	*13%*	*50%*	*13%*
Laptop or netbook computer	8	6	1	5	1	6	-	6	1	6	1	6	-
	5%	*13%*	*8%*	*10%*	*8%*	*10%*	-	*15%*	*7%*	*15%*	*7%*	*11%*	-
		74%	*17%*	*57%*	*17%*	*74%*	-	*74%*	*17%*	*74%*	*17%*	*74%*	-
Smartphone	4	-	-	-	-	-	2	4	-	2	-	2	-
	2%	-	-	-	-	-	*9%*	*9%*	-	*5%*	-	*4%*	-
		-	-	-	-	-	*54%*	*100%*	-	*54%*	-	*54%*	-
Set-top box (e.g. Sky Q, Virgin TiVo)	3	-	1	-	2	1	2	-	1	-	2	1	1
	2%	-	*4%*	-	*12%*	*2%*	*8%*	-	*4%*	-	*11%*	*2%*	*4%*
		-	*23%*	-	*67%*	*44%*	*56%*	-	*23%*	-	*67%*	*44%*	*23%*
Tablet computer e.g. iPad or Samsung Galaxy	2	1	-	2	-	2	-	-	-	-	-	-	-
	1%	*3%*	-	*4%*	-	*3%*	-	-	-	-	-	-	-
		80%	-	*100%*	-	*100%*	-	-	-	-	-	-	-
Games console (e.g. PlayStation, Xbox)	1	-	-	-	-	1	-	-	-	1	-	1	-
	1%	-	-	-	-	*1%*	-	-	-	*2%*	-	*1%*	-
		-	-	-	-	*100%*	-	-	-	*100%*	-	*100%*	-
Amazon Fire Stick	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Chromecast	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Roku	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
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Access services research

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	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base	147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
Apple TV	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
None of these	91	24	10	25	9	31	14	16	12	16	10	29	12
	62%	*53%*	*55%*	*55%*	*52%*	*55%*	*67%*	*43%*	*62%*	*43%*	*55%*	*54%*	*67%*
		26%	*11%*	*27%*	*10%*	*35%*	*16%*	*18%*	*13%*	*18%*	*11%*	*32%*	*13%*
Don't know	28	8	4	8	5	9	4	7	4	7	4	9	4
	19%	*19%*	*20%*	*19%*	*28%*	*17%*	*17%*	*17%*	*19%*	*19%*	*19%*	*17%*	*21%*
		31%	*13%*	*31%*	*18%*	*34%*	*13%*	*24%*	*13%*	*27%*	*13%*	*32%*	*13%*

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Base: All with any hearing\visual impairment

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base	147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
Laptop or netbook computer	12	1	12	4	5	3	6	6	9	3	8	4	-	-
	8%	*1%*	*13%*	*18%*	*10%*	*4%*	*10%*	*7%*	*8%*	*9%*	*7%*	*20%*	-	-
		6%	94%a	*36%*	*42%*	*21%*	*50%*	*50%*	*73%*	*27%*	*66%*	*34%*	-	-
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	11	5	6	3	5	3	5	6	8	3	7	3	1	-
	8%	*8%*	*7%*	*14%*	*9%*	*4%*	*9%*	*7%*	*8%*	*7%*	*6%*	*13%*	*14%*	-
		45%	*55%*	*31%*	*42%*	*27%*	*48%*	*52%*	*75%*	*25%*	*62%*	*25%*	*13%*	-
Smartphone	4	2	2	4	-	1	2	2	2	2	2	2	-	-
	3%	*3%*	*3%*	*14%*	-	*1%*	*4%*	*2%*	*2%*	*5%*	*2%*	*9%*	-	-
		40%	*60%*	*87%*	-	*13%*	*53%*	*47%*	*53%*	*47%*	*53%*	*47%*	-	-
Tablet computer e.g. iPad or Samsung Galaxy	3	3	-	1	1	-	3	-	-	3	3	-	-	-
	2%	*4%*	-	*5%*	*2%*	-	*4%*	-	-	*7%*	*2%*	-	-	-
		100%	-	*51%*	*49%*	-	*100%*	-	-	100%h	*100%*	-	-	-
Games console (e.g. PlayStation, Xbox)	2	1	1	2	-	-	1	1	1	1	2	-	-	-
	1%	*2%*	*1%*	*9%*	-	-	*1%*	*2%*	*1%*	*2%*	*2%*	-	-	-
		65%	*35%*	*100%*	-	-	*35%*	*65%*	*65%*	*35%*	*100%*	-	-	-
Set-top box (e.g. Sky Q, Virgin TiVo)	1	-	1	-	-	1	1	-	1	-	-	1	-	-
	*	-	*1%*	-	-	*1%*	*1%*	-	*1%*	-	-	*3%*	-	-
		-	*100%*	-	-	*100%*	*100%*	-	*100%*	-	-	*100%*	-	-
Amazon Fire Stick	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Chromecast	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Roku	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Apple TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base	147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	90	37	52	9	36	45	32	57	68	22	71	8	8	2
	61%	*62%*	*61%*	*36%*	*67%*	*66%*	*55%*	*65%*	*62%*	*58%*	*63%*	*39%*	*83%*	*80%*
		42%	*58%*	*10%*	*40%*	*50%*	*36%*	*64%*	*76%*	*24%*	*80%*	*9%*	*9%*	*2%*
Don't know	24	12	13	1	7	16	9	15	20	5	20	3	*	1
	17%	*19%*	*15%*	*5%*	*13%*	*24%*	*15%*	*17%*	*18%*	*12%*	*18%*	*16%*	*3%*	*20%*
		48%	*52%*	*6%*	*28%*	*66%*	*38%*	*62%*	*81%*	*19%*	*83%*	*13%*	*1%*	*2%*

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Access services research

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Base: All with any hearing\visual impairment

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Laptop or netbook computer	12	12	1	12	12	1	-	-	-	1	-	-	3	5
	8%	*8%*	*2%*	*14%*	*8%*	*6%*	-	-	-	*3%*	-	-	*19%*	*20%*
		100%b	*10%*	100%b	100%b	*10%*	-	-	-	*10%*	-	-	*28%*	*43%*
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	11	11	9	4	11	1	-	-	1	8	-	-	-	3
	8%	*8%*	*11%*	*4%*	*8%*	*5%*	-	-	*7%*	*19%*	-	-	-	*11%*
		100%	*77%*	*33%*	*100%*	*10%*	-	-	*5%*	*69%*	-	-	-	*25%*
Smartphone	4	4	2	2	4	-	-	2	-	-	-	-	2	1
	3%	*3%*	*2%*	*2%*	*3%*	-	-	*13%*	-	-	-	-	*9%*	*2%*
		100%	*47%*	*53%*	*100%*	-	-	*47%*	-	-	-	-	*40%*	*13%*
Tablet computer e.g. iPad or Samsung Galaxy	3	3	-	3	3	-	-	-	-	-	-	-	-	-
	2%	*2%*	-	*3%*	*2%*	-	-	-	-	-	-	-	-	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	-	-
Games console (e.g. PlayStation, Xbox)	2	2	-	2	2	-	-	-	-	-	-	-	-	1
	1%	*1%*	-	*2%*	*1%*	-	-	-	-	-	-	-	-	*3%*
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	-	*35%*
Set-top box (e.g. Sky Q, Virgin TiVo)	1	1	-	1	1	-	-	-	-	-	-	-	1	-
	*	*	-	*1%*	*	-	-	-	-	-	-	-	*4%*	-
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	*100%*	-
Amazon Fire Stick	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Chromecast	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Roku	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

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	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Apple TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	90	90	55	52	90	17	1	10	6	25	-	5	9	14
	61%	*61%*	*69%*	*59%*	*61%*	*79%*	*100%*	*67%*	*76%*	*62%*	-	*87%*	*49%*	*53%*
		100%	*61%*	*58%*	*100%*	*19%*	*1%*	*11%*	*7%*	*28%*	-	*5%*	*10%*	*16%*
Don't know	24	24	13	13	24	2	-	3	1	7	-	1	3	3
	17%	*17%*	*17%*	*15%*	*17%*	*9%*	-	*20%*	*18%*	*16%*	-	*13%*	*18%*	*12%*
		100%	*54%*	*54%*	*100%*	*8%*	-	*12%*	*6%*	*27%*	-	*3%*	*13%*	*13%*

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		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	167	39	44	83	87	2	2	35	37
Weighted Base	147	34*	40*	76*	79*	3**	2**	32**	35*
Laptop or netbook computer	12	6	5	10	10	-	1	3	5
	8%	*18%*	*13%*	*13%*	*12%*	-	*66%*	*11%*	*14%*
		50%	*41%*	*79%*	*79%*	-	*11%*	*27%*	*38%*
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	11	5	5	7	9	2	1	5	5
	8%	*16%*	*13%*	*10%*	*11%*	*52%*	*34%*	*16%*	*14%*
		50%	*46%*	*67%*	*79%*	*16%*	*6%*	*44%*	*44%*
Smartphone	4	-	-	2	2	2	-	2	4
	3%	-	-	*3%*	*3%*	*48%*	-	*8%*	*12%*
		-	-	*60%*	*60%*	*40%*	-	*60%*	*100%*
Tablet computer e.g. iPad or Samsung Galaxy	3	1	1	1	1	-	-	1	1
	2%	*4%*	*3%*	*2%*	*2%*	-	-	*4%*	*4%*
		49%	*49%*	*49%*	*49%*	-	-	*49%*	*49%*
Games console (e.g. PlayStation, Xbox)	2	1	1	2	2	-	-	1	1
	1%	*4%*	*3%*	*3%*	*3%*	-	-	*2%*	*2%*
		65%	*65%*	*100%*	*100%*	-	-	*35%*	*35%*
Set-top box (e.g. Sky Q, Virgin TiVo)	1	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Amazon Fire Stick	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Chromecast	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Roku	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Apple TV	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Signing for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with any hearing\visual impairment

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	167	39	44	83	87	2	2	35	37
Weighted Base	147	34*	40*	76*	79*	3**	2**	32**	35*
Other	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
None of these	90	17	26	47	49	-	-	15	15
	61%	*51%*	*64%*	*62%*	*61%*	-	-	*49%*	*45%*
		19%	*29%*	*52%*	*54%*	-	-	*17%*	*17%*
Don't know	24	2	2	6	6	-	-	3	3
	17%	*7%*	*4%*	*8%*	*8%*	-	-	*11%*	*10%*
		10%	*7%*	*26%*	*26%*	-	-	*14%*	*14%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Signing for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with any hearing\visual impairment

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base	147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
Laptop or netbook computer	12	9	2	7	2	7	1	7	2	7	2	8	1
	8%	*21%*	*13%*	*15%*	*13%*	*12%*	*4%*	*18%*	*12%*	*18%*	*12%*	*15%*	*5%*
		75%	*19%*	*57%*	*19%*	*57%*	*7%*	*57%*	*19%*	*57%*	*19%*	*67%*	*7%*
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	11	4	3	5	-	5	-	5	2	5	2	5	2
	8%	*9%*	*14%*	*10%*	-	*9%*	-	*12%*	*8%*	*12%*	*8%*	*9%*	*9%*
		38%	*23%*	*42%*	-	*49%*	-	*42%*	*14%*	*42%*	*14%*	*42%*	*14%*
Smartphone	4	-	-	-	-	-	2	4	-	2	-	2	1
	3%	-	-	-	-	-	*11%*	*9%*	-	*5%*	-	*4%*	*3%*
		-	-	-	-	-	*60%*	*87%*	-	*47%*	-	*47%*	*13%*
Tablet computer e.g. iPad or Samsung Galaxy	3	1	-	1	1	3	-	-	-	-	1	1	-
	2%	*3%*	-	*3%*	*8%*	*5%*	-	-	-	-	*7%*	*2%*	-
		49%	-	*49%*	*51%*	*100%*	-	-	-	-	*51%*	*51%*	-
Games console (e.g. PlayStation, Xbox)	2	1	-	-	1	2	-	1	-	2	-	2	-
	1%	*3%*	-	-	*8%*	*4%*	-	*4%*	-	*6%*	-	*4%*	-
		65%	-	-	*65%*	*100%*	-	*65%*	-	*100%*	-	*100%*	-
Set-top box (e.g. Sky Q, Virgin TiVo)	1	-	1	-	1	-	1	-	1	-	1	-	1
	*	-	*4%*	-	*4%*	-	*3%*	-	*4%*	-	*4%*	-	*4%*
		-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*
Amazon Fire Stick	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Chromecast	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Roku	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Signing for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with any hearing\visual impairment

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base	147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
Apple TV	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
None of these	90	22	10	25	9	33	15	17	12	18	10	29	11
	61%	*50%*	*55%*	*55%*	*52%*	*58%*	*69%*	*45%*	*62%*	*47%*	*55%*	*54%*	*64%*
		25%	*11%*	*28%*	*10%*	*37%*	*17%*	*19%*	*13%*	*20%*	*11%*	*32%*	*12%*
Don't know	24	6	3	7	3	7	3	4	3	4	3	6	3
	17%	*14%*	*15%*	*16%*	*15%*	*12%*	*12%*	*12%*	*14%*	*12%*	*14%*	*11%*	*15%*
		26%	*11%*	*30%*	*11%*	*29%*	*11%*	*18%*	*11%*	*18%*	*11%*	*25%*	*11%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

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Base: All with any hearing\visual impairment

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base	147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	15	7	8	6	5	4	7	7	10	4	9	4	1	-
	10%	*12%*	*9%*	*23%*	*9%*	*6%*	*12%*	*8%*	*10%*	*11%*	*8%*	*20%*	*14%*	-
		48%	*52%*	*41%*	*32%*	*28%*	*49%*	*51%*	*72%*	*28%*	*62%*	*28%*	*10%*	-
Laptop or netbook computer	11	2	9	3	5	3	6	5	8	3	8	3	-	-
	7%	*3%*	*11%*	*11%*	*10%*	*4%*	*10%*	*6%*	*7%*	*8%*	*7%*	*14%*	-	-
		15%	*85%*	*27%*	*49%*	*25%*	*54%*	*46%*	*73%*	*27%*	*72%*	*28%*	-	-
Smartphone	4	2	2	4	-	-	2	2	2	2	2	2	-	-
	2%	*3%*	*2%*	*14%*	-	-	*3%*	*2%*	*1%*	*5%*	*1%*	*9%*	-	-
		46%	*54%*	*100%*	-	-	*46%*	*54%*	*46%*	*54%*	*46%*	*54%*	-	-
Set-top box (e.g. Sky Q, Virgin TiVo)	3	1	2	3	-	1	2	1	1	3	1	2	-	-
	2%	*2%*	*2%*	*10%*	-	*1%*	*3%*	*1%*	*1%*	*7%*	*1%*	*9%*	-	-
		40%	*60%*	*79%*	-	*21%*	*61%*	*39%*	*21%*	*79%h*	*40%*	*60%*	-	-
Games console (e.g. PlayStation, Xbox)	2	1	1	2	-	-	1	1	1	1	2	-	-	-
	1%	*2%*	*1%*	*9%*	-	-	*1%*	*2%*	*1%*	*2%*	*2%*	-	-	-
		65%	*35%*	*100%*	-	-	*35%*	*65%*	*65%*	*35%*	*100%*	-	-	-
Tablet computer e.g. iPad or Samsung Galaxy	2	1	1	-	1	1	2	-	1	1	2	-	-	-
	1%	*2%*	*1%*	-	*2%*	*1%*	*3%*	-	*1%*	*3%*	*2%*	-	-	-
		65%	*35%*	-	*65%*	*35%*	*100%*	-	*35%*	*65%*	*100%*	-	-	-
Amazon Fire Stick	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Chromecast	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Roku	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Apple TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k/l/m
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Base: All with any hearing\visual impairment

		GENDER		AGE			SOCIAL GRADE		AREA		COUNTRY			
	Total	Male (a)	Female (b)	16-34 (c)	35-64 (d)	65+ (e)	ABC1 (f)	C2DE (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	167	70	97	21	48	98	70	97	122	45	119	20	20	8
Weighted Base	147	60*	87*	25**	54*	68*	59*	87*	109	38*	113	21**	10**	3**
Other	1	1	-	-	1	*	1	-	-	1	-	-	1	-
	1%	*2%*	-	-	*1%*	*	*2%*	-	-	*3%*	-	-	*11%*	-
		100%	-	-	*70%*	*30%*	*100%*	-	-	*100%*	-	-	*100%*	-
None of these	85	33	52	8	34	43	30	55	65	20	70	7	7	2
	58%	*55%*	*60%*	*32%*	*63%*	*64%*	*51%*	*63%*	*60%*	*53%*	*61%*	*32%*	*69%*	*80%*
		39%	*61%*	*10%*	*40%*	*51%*	*35%*	*65%*	*77%*	*23%*	*82%*	*8%*	*8%*	*2%*
Don't know	24	12	12	-	8	16	9	15	21	3	20	3	1	1
	17%	*20%*	*14%*	-	*15%*	*24%*	*15%*	*17%*	*19%*	*8%*	*17%*	*16%*	*6%*	*20%*
		50%	*50%*	-	*34%*	*66%*	*37%*	*63%*	*87%*	*13%*	*82%*	*13%*	*3%*	*2%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
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Access services research

Q.16 Subtitles for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with any hearing\visual impairment

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	15	15	11	5	15	1	-	-	2	8	-	-	-	3
	10%	*10%*	*14%*	*5%*	*10%*	*5%*	-	-	*24%*	*19%*	-	-	-	*11%*
		100%	*75%*	*33%*	*100%*	*8%*	-	-	*13%*	*52%*	-	-	-	*19%*
Laptop or netbook computer	11	11	1	10	11	-	-	-	-	1	-	-	3	3
	7%	*7%*	*1%*	*11%*	*7%*	-	-	-	-	*2%*	-	-	*19%*	*11%*
		100%b	*8%*	92%b	100%b	-	-	-	-	*8%*	-	-	*32%*	*28%*
Smartphone	4	4	2	2	4	-	-	2	-	-	-	-	2	-
	2%	*2%*	*2%*	*2%*	*2%*	-	-	*13%*	-	-	-	-	*9%*	-
		100%	*54%*	*46%*	*100%*	-	-	*54%*	-	-	-	-	*46%*	-
Set-top box (e.g. Sky Q, Virgin TiVo)	3	3	1	3	3	1	-	-	-	1	-	-	1	1
	2%	*2%*	*2%*	*4%*	*2%*	*6%*	-	-	-	*3%*	-	-	*4%*	*5%*
		100%	*39%*	*100%*	*100%*	*39%*	-	-	-	*39%*	-	-	*21%*	*39%*
Games console (e.g. PlayStation, Xbox)	2	2	-	2	2	-	-	-	-	-	-	-	-	1
	1%	*1%*	-	*2%*	*1%*	-	-	-	-	-	-	-	-	*3%*
		100%	-	*100%*	*100%*	-	-	-	-	-	-	-	-	*35%*
Tablet computer e.g. iPad or Samsung Galaxy	2	2	1	1	2	-	-	-	-	1	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	-	-	-	-	*2%*	-	-	-	-
		100%	*35%*	*65%*	*100%*	-	-	-	-	*35%*	-	-	-	-
Amazon Fire Stick	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Chromecast	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Roku	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
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Base: All with any hearing\visual impairment

		Q1. DISABILITY					Q2. SEVERITY OF HEARING IMPAIRMENT				Q3. SEVERITY OF VISUAL IMPAIRMENT			
	Total	Any disability (a)	Hearing impairment (s) (b)	Visual impairment (s) (c)	Any hearing or visual impairment (s) (d)	Hearing and visual impairment (s) (e)	Profound hearing impairment (f)	Severe hearing impairment (g)	Moderate hearing impairment (h)	Mild hearing impairment (i)	Profound visual impairment (j)	Severe visual impairment (k)	Moderate visual impairment (l)	Mild visual impairment (m)
Unweighted Base	167	167	95	97	167	25	2	19	9	47	-	6	19	29
Weighted Base	147	147	79*	89*	147	21**	1**	15**	8**	40*	-**	5**	18**	26**
Apple TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Other	1	1	1	*	1	*	-	1	-	*	-	-	-	-
	1%	*1%*	*1%*	*	*1%*	*1%*	-	*5%*	-	*1%*	-	-	-	-
		100%	*100%*	*30%*	*100%*	*30%*	-	*70%*	-	*30%*	-	-	-	-
None of these	85	85	49	51	85	15	1	9	5	21	-	5	7	15
	58%	*58%*	*62%*	*58%*	*58%*	*70%*	*100%*	*62%*	*58%*	*53%*	-	*100%*	*41%*	*58%*
		100%	*57%*	*60%*	*100%*	*17%*	*1%*	*11%*	*5%*	*25%*	-	*6%*	*8%*	*18%*
Don't know	24	24	14	14	24	4	-	3	1	8	-	-	5	3
	17%	*17%*	*17%*	*16%*	*17%*	*17%*	-	*20%*	*18%*	*20%*	-	-	*27%*	*12%*
		100%	*57%*	*58%*	*100%*	*15%*	-	*12%*	*6%*	*34%*	-	-	*20%*	*13%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i - j/k/l/m
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Base: All with any hearing\visual impairment

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	167	39	44	83	87	2	2	35	37
Weighted Base	147	34*	40*	76*	79*	3**	2**	32**	35*
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	15	6	6	11	12	2	-	7	7
	10%	*18%*	*14%*	*14%*	*16%*	*52%*	-	*23%*	*21%*
		41%	*38%*	*75%*	*84%*	*12%*	-	*50%*	*50%*
Laptop or netbook computer	11	4	5	8	8	-	1	4	6
	7%	*13%*	*12%*	*11%*	*10%*	-	*66%*	*13%*	*16%*
		42%	*44%*	*75%*	*75%*	-	*13%*	*39%*	*52%*
Smartphone	4	-	-	2	2	2	-	2	4
	2%	-	-	*3%*	*2%*	*48%*	-	*6%*	*10%*
		-	-	*54%*	*54%*	*46%*	-	*54%*	*100%*
Set-top box (e.g. Sky Q, Virgin TiVo)	3	1	-	1	1	-	-	-	-
	2%	*4%*	-	*2%*	*2%*	-	-	-	-
		39%	-	*39%*	*39%*	-	-	-	-
Games console (e.g. PlayStation, Xbox)	2	1	1	2	2	-	-	1	1
	1%	*4%*	*3%*	*3%*	*3%*	-	-	*2%*	*2%*
		65%	*65%*	*100%*	*100%*	-	-	*35%*	*35%*
Tablet computer e.g. iPad or Samsung Galaxy	2	2	2	2	2	-	1	2	2
	1%	*6%*	*5%*	*3%*	*2%*	-	*34%*	*6%*	*6%*
		100%	*100%*	*100%*	*100%*	-	*35%*	*100%*	*100%*
Amazon Fire Stick	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Chromecast	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Roku	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Apple TV	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Access services research

Q.16 Subtitles for those with any difficulty hearing is not always available on all devices. On which of the following is it a priority for you to have this made available?
Base: All with any hearing\visual impairment

		Q7. CLAIMED AWARENESS OF ACCESS SERVICES				Q8_Q9. ACCESS SERVICES USAGE			
	Total	Aware of service: Audio description (a)	Aware of service: Signing (b)	Aware of service: Subtitles (c)	Aware of service: Any audio\signing subtitles (d)	Use service: Audio description (e)	Use service: Signing (f)	Use service: Subtitles (g)	Use service: Any audio\signing subtitles (h)
Unweighted Base	167	39	44	83	87	2	2	35	37
Weighted Base	147	34*	40*	76*	79*	3**	2**	32**	35*
Other	1	*	1	1	1	-	-	1	1
	1%	*1%*	*3%*	*1%*	*1%*	-	-	*3%*	*3%*
		30%	*100%*	*100%*	*100%*	-	-	*100%*	*100%*
None of these	85	16	24	42	43	-	-	11	11
	58%	*47%*	*59%*	*55%*	*55%*	-	-	*35%*	*32%*
		19%	*28%*	*49%*	*51%*	-	-	*13%*	*13%*
Don't know	24	2	2	7	7	-	-	3	3
	17%	*7%*	*4%*	*10%*	*9%*	-	-	*11%*	*10%*
		10%	*7%*	*30%*	*30%*	-	-	*14%*	*14%*

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Access services research

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Base: All with any hearing\visual impairment

		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base	147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
Smart TV set (this is a TV set which you can connect to the internet without any external boxes	15	6	3	7	-	9	1	6	2	6	2	8	1
	10%	*14%*	*14%*	*15%*	-	*15%*	*4%*	*15%*	*8%*	*15%*	*8%*	*15%*	*5%*
		43%	*18%*	*45%*	-	*59%*	*7%*	*40%*	*11%*	*40%*	*11%*	*54%*	*6%*
Laptop or netbook computer	11	7	2	5	2	7	1	7	2	7	2	8	1
	7%	*15%*	*13%*	*12%*	*13%*	*12%*	*4%*	*18%*	*12%*	*18%*	*12%*	*14%*	*5%*
		64%	*21%*	*52%*	*21%*	*64%*	*9%*	*64%*	*21%*	*64%*	*21%*	*72%*	*9%*
Smartphone	4	-	-	-	-	-	2	4	-	2	-	2	-
	2%	-	-	-	-	-	*9%*	*9%*	-	*5%*	-	*4%*	-
		-	-	-	-	-	*54%*	*100%*	-	*54%*	-	*54%*	-
Set-top box (e.g. Sky Q, Virgin TiVo)	3	1	1	1	2	1	1	-	1	-	2	3	1
	2%	*3%*	*4%*	*3%*	*12%*	*2%*	*3%*	-	*4%*	-	*11%*	*5%*	*4%*
		39%	*21%*	*39%*	*61%*	*40%*	*21%*	-	*21%*	-	*61%*	*79%*	*21%*
Games console (e.g. PlayStation, Xbox)	2	1	-	-	1	2	-	1	-	2	-	2	-
	1%	*3%*	-	-	*8%*	*4%*	-	*4%*	-	*6%*	-	*4%*	-
		65%	-	-	*65%*	*100%*	-	*65%*	-	*100%*	-	*100%*	-
Tablet computer e.g. iPad or Samsung Galaxy	2	1	1	1	-	1	-	-	1	-	1	-	1
	1%	*3%*	*4%*	*3%*	-	*2%*	-	-	*4%*	-	*4%*	-	*4%*
		65%	*35%*	*65%*	-	*65%*	-	-	*35%*	-	*35%*	-	*35%*
Amazon Fire Stick	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Chromecast	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Roku	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
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		Q11. SATISFACTION WITH ACCESS SERVICES ON LINEAR TV SERVICES						Q13. SATISFACTION WITH ACCESS SERVICES ON NON-LINEAR TV SERVICES					
	Total	Any satisfied with availability of audio description (a)	Any not satisfied with availability of audio description (b)	Any satisfied with availability of Signing (c)	Any not satisfied with availability of Signing (d)	Any satisfied with availability of Subtitles (e)	Any not satisfied with availability of Subtitles (f)	Any satisfied with availability of audio description (g)	Any not satisfied with availability of audio description (h)	Any satisfied with availability of Signing (i)	Any not satisfied with availability of Signing (j)	Any satisfied with availability of Subtitles (k)	Any not satisfied with availability of Subtitles (l)
Unweighted Base	167	45	22	47	21	63	25	37	24	37	23	55	22
Weighted Base	147	45*	18**	45*	18**	57*	22**	38*	19**	38*	19**	53*	17**
Apple TV	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Other	1	-	-	-	-	1	-	-	-	-	-	1	-
	1%	-	-	-	-	*2%*	-	-	-	-	-	*1%*	-
		-	-	-	-	*100%*	-	-	-	-	-	*70%*	-
None of these	85	21	9	23	9	30	14	17	11	18	10	25	12
	58%	*47%*	*52%*	*50%*	*54%*	*52%*	*63%*	*45%*	*60%*	*47%*	*52%*	*48%*	*68%*
		25%	*11%*	*27%*	*11%*	*35%*	*16%*	*20%*	*13%*	*21%*	*11%*	*30%*	*14%*
Don't know	24	7	2	8	2	6	3	3	2	4	2	5	2
	17%	*15%*	*13%*	*17%*	*14%*	*11%*	*16%*	*9%*	*13%*	*9%*	*13%*	*10%*	*14%*
		28%	*10%*	*32%*	*10%*	*25%*	*14%*	*14%*	*10%*	*15%*	*10%*	*21%*	*10%*

Fieldwork : 04/01/2017 - 08/01/2017, 11/01/2017 - 15/01/2017 (Weeks 01/02)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l
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