# Trust in Technology: COVID-19

Public Attitudes Survey

This is the first wave of the CDEI's Trust in COVID-19 Technology poll, an analysis of public attitudes towards the use of technology to mitigate the effects of the coronavirus pandemic. On behalf of the CDEI, Deltapoll conducted an online survey of 2,012 individuals representing all regions of the UK from 24th-26th June. Results have been weighted to be representative of the UK adult population. The results that follow are only those related to our C19 Repository - a more detailed release will follow at a later date.

DELTAPOLL
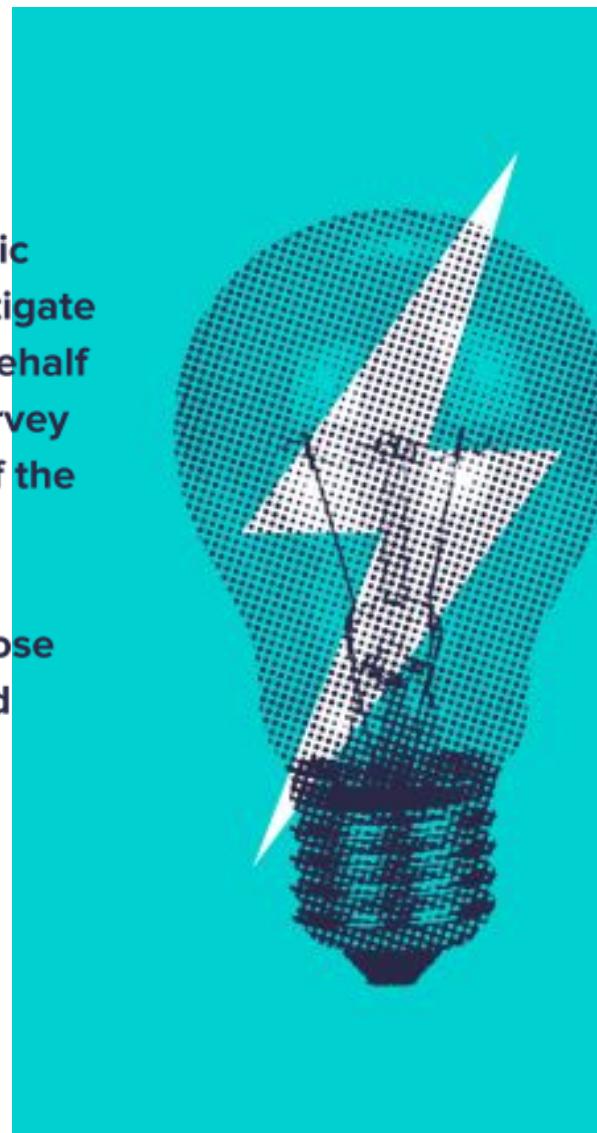
General Attitudes

- The majority **(73%)** of survey participants told us that they believe digital technology generally **has the potential** to be used in the response to the COVID-19 outbreak. Not everyone thinks this potential is being realised - less than half **(42%)** believe that the way digital technology is currently being used in the response to the COVID-19 outbreak is **making the situation better**. However, just **6%** think that technology is **making the situation worse**, so there is general recognition of the opportunity afforded by digital technologies.
  - This is consistent with the findings of our [AI Barometer,](#) an expert-led assessment of how AI and data-driven technology are being deployed across different sectors.
- Reaffirming this sentiment, when asked the main reason as to why digital technology might not be effectively used in the response to COVID-19, the most popular response was not that the technology itself was/could be flawed, but that the **respondents didn't believe people would use it properly (37%)**.

■ The technology will work but people won't use it properly
■ The right technology will not be launched in time
■ The technology will be launched in time, but it will not work
■ Something else
■ None of the above - I believe the technology will be used effectively
■ Don't know
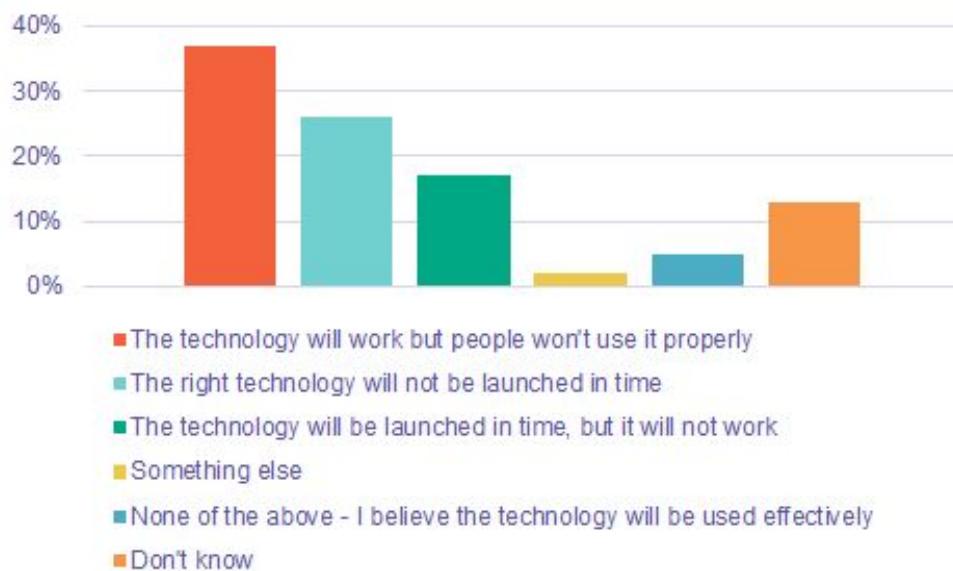
- Narrowing this to the technology that has been specifically used in the UK in response to the COVID-19 outbreak, there was an **even split as to whether or not the respondents felt well-informed** about the way in which this technology has been used.
  - Just under a third (30%) agreed that they felt well-informed, approximately a third (35%) disagreed, and a little over a third (37%) were neutral - perhaps demonstrating that many respondents were unsure as to what these use-cases may be, and thus a need for more public-facing information.
- The trend for **neutral responses** continued throughout many of the questions relating to the way digital technology has specifically been used in the UK, but it is unclear what the drivers were for these responses. It may be that respondents **don't feel they have a stake** in these conversations, but it could equally be as simple as the respondents not being engaged in this topic.

1: I feel comfortable with how digital technology has been used as it affects me.

2: I feel comfortable with how digital technology has been used as it affects others in society.
3: I trust that the right rules and regulations are in place to ensure digital technology is used responsibly.
4: If I was unhappy with the way digital technology was being used, I would know where to raise my concerns.
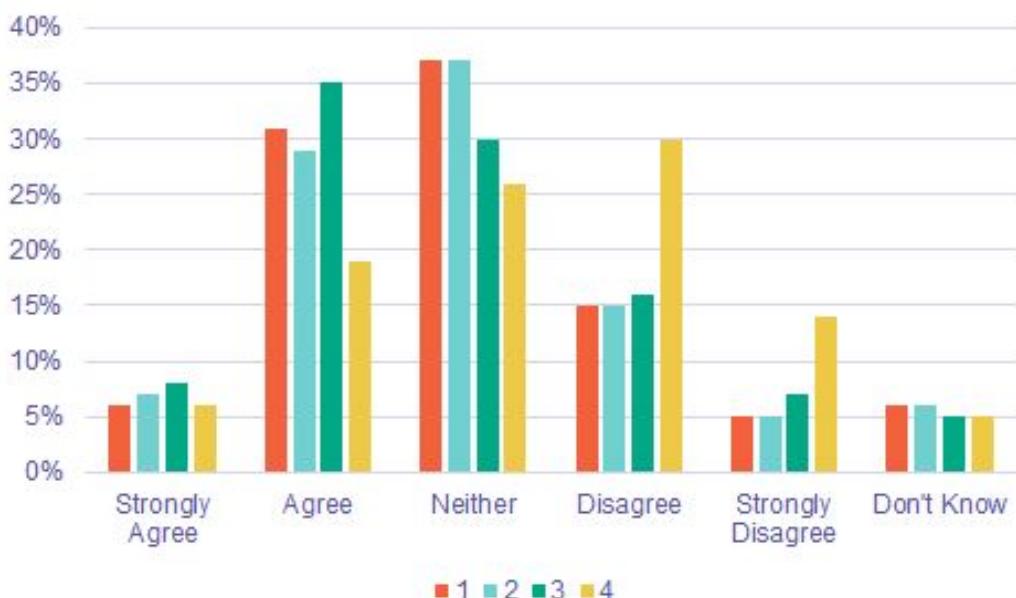
- Finally, there is an interesting split in responses when comparing the questions asked of the public on trusting the right rules and regulations are in place, and knowing where to raise concerns.
  - Although a large proportion **(43%) agree that they trust the right rules and regulations are in place** to ensure that digital technology is used responsibly, an equal proportion **(44%) do not believe that they would know where to raise their concerns** in the event of this governance failing.

Specific Technologies

- In addition to measuring general attitudes, we provided a small selection of case studies from our C19 repository for the participants to consider how they would feel about specific uses of data being deployed to mitigate the effects of COVID-19. These case studies were:
  - Wearable technology for social distancing in the workplace;
  - The use of personal data (including health data) to inform local lockdowns;
  - The use of business data to help policymakers at a local and national level understand where best to direct financial support.
- Although prior to the survey **awareness of these case studies was generally low**, again we saw that their potential was highly recognised by those participating in the survey. Across all the case studies, an average of **70% of respondents believed the examples could be helpful** in dealing with either the COVID-19 outbreak or its aftermath.

- Respondents were equally at ease with the idea of actually using these technologies, with an average of **65% of respondents feeling either very or quite relaxed** about them being used in their local area.

How helpful do you think this example could be in dealing with either the COVID-19 outbreak or its aftermath, if at all?

How would you feel about the above example being used in your local area to deal with either the COVID-19 outbreak or its aftermath?

The Generation Gap?

- Perhaps surprisingly, when we clustered the results by generation, although younger respondents were more likely to engage with technology on a day-to-day basis, we found no statistically significant difference between the three generations in terms of how much they believe in the *potential* for digital technology to mitigate the effects of COVID-19.
  - **Older respondents were also slightly more positive** than younger participants.

Do you believe that this type of digital technology has the POTENTIAL to be used in the response to the COVID-19 outbreak (also called the 'coronavirus')?
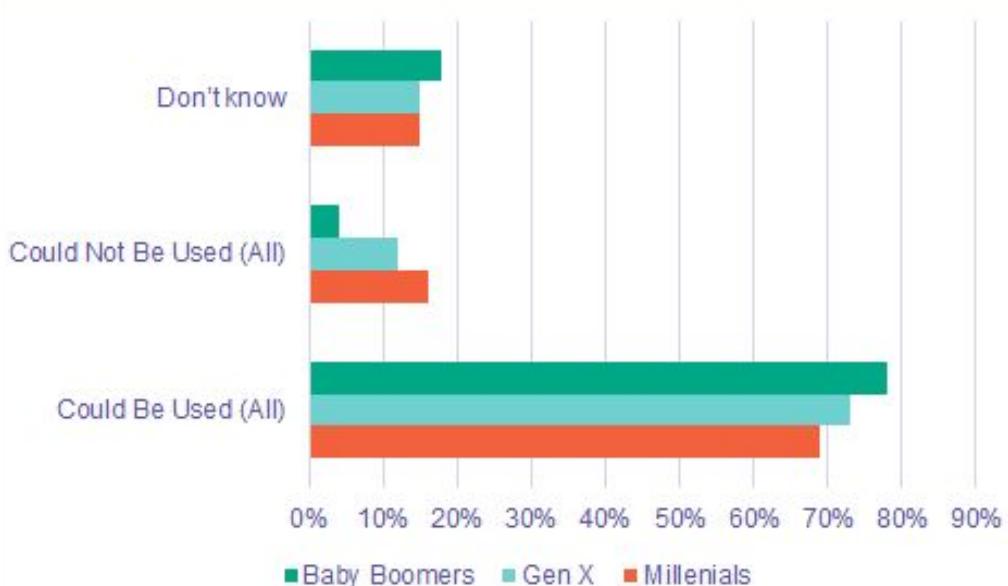
- But there were more pronounced generational differences when it came to how informed the respondents felt. **Millennials were the only generation where respondents felt that they were more well-informed than not** about how digital technology is currently being used in the UK's response to the pandemic.

I feel well informed about how digital technology has been used during the crisis.
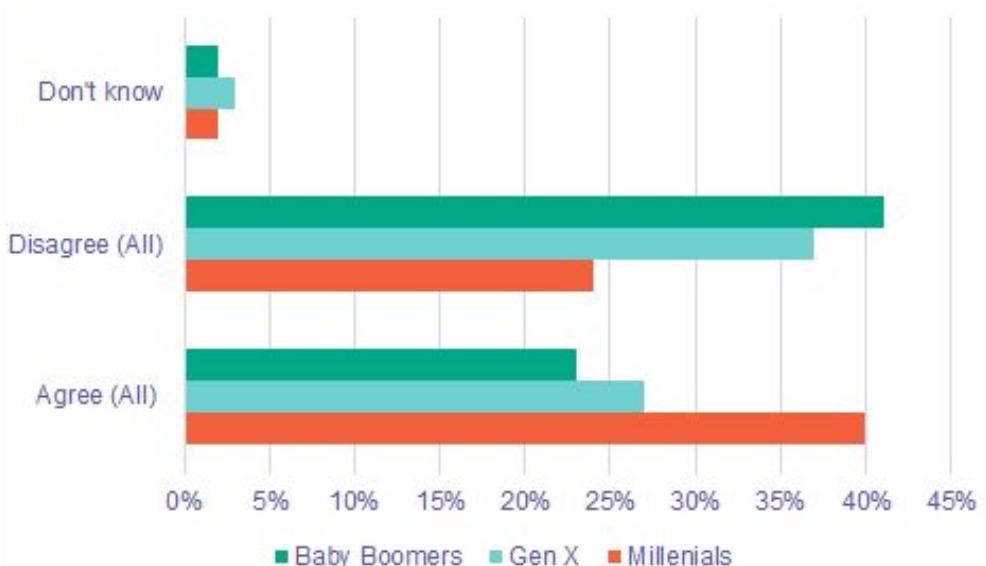
- This finding was made clearer when looking at the channels for raising concerns. **Older respondents were significantly less likely to say that they would know where to raise their concerns** if they were unhappy with the way digital technology was being used.
  - This suggests that some of the **most vulnerable in society would struggle to seek recourse** were they to have a negative experience with data sharing or a digital technology.

If I was unhappy with the way digital technology was being used, I would know where to raise my concerns. *("Don't know" responses removed).*
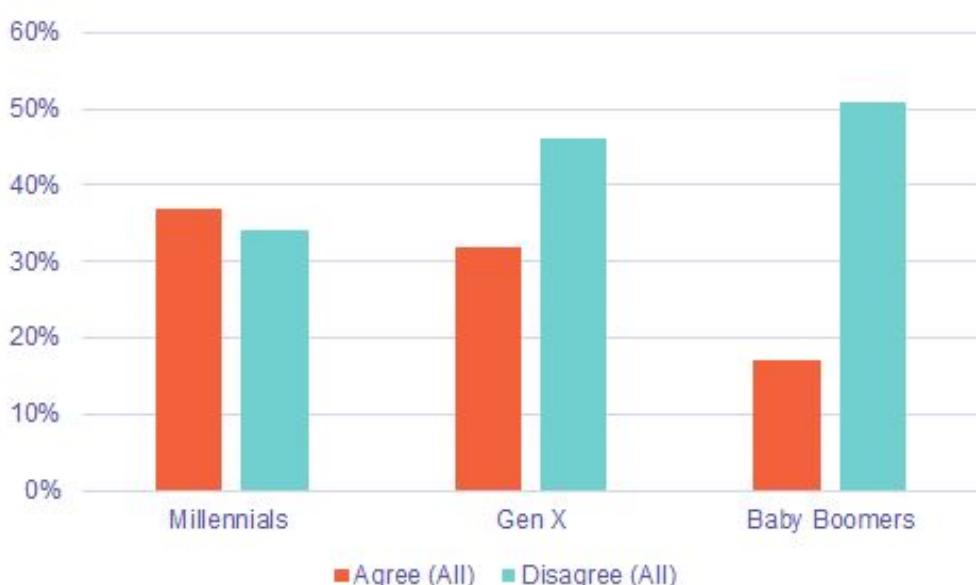
- However, despite the fact that older participants noted they did not know where to raise their concerns if they had any relating to the way digital technology was being used, they were **generally the most relaxed about specific use-cases being implemented in their local area**.
  - This may be related to their being **less conscious about data-privacy**, something we found in the responses to our questions relating to data literacy. When asked about a range of actions we used as a proxy for being privacy conscious (e.g. changing privacy settings on phones, checking social media privacy settings, and using VPNs) older respondents were far less likely to have taken these steps than younger participants.
 - Approximately **a third (32%) of those classed as Baby Boomers hadn't taken any of the actions** we asked about.

How would you feel about the above example being used in your local area to deal with either the COVID-19 outbreak or its aftermath? *(Averaged across all case studies; "don't know" responses removed).*
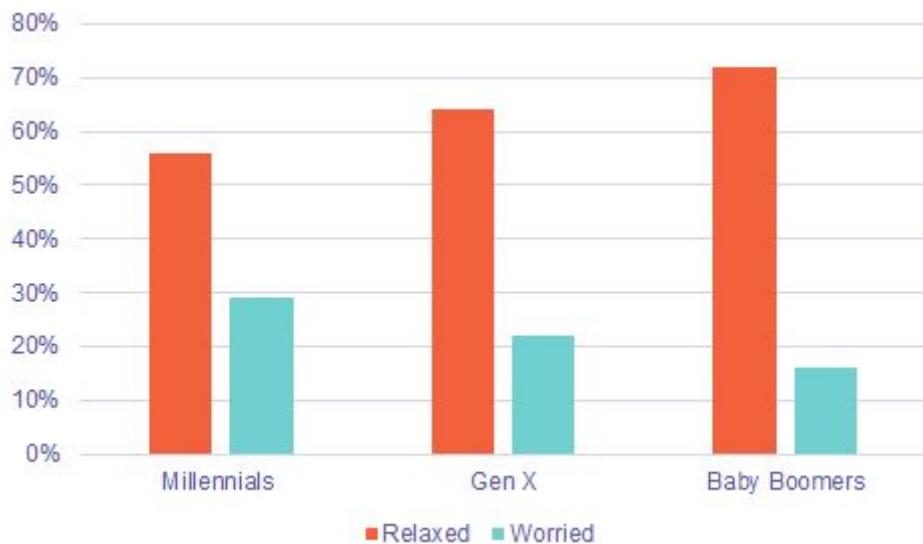

The CDEI will be publishing updated findings monthly, tracking public awareness and sentiment relating to the use of data-driven technology to mitigate the effects of COVID-19.

Appendix

Select Deltapoll Survey Results

Prepared by Deltapoll for CDEI

Sample Size: 2,012

Fieldwork: 24th - 26th June 2020

		Gender		Age				
	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
All GB Adults	2012	970	1040	229	301	745	280	457
Unweighted Sample	2012	996	1014	227	326	700	310	449
	%	%	%	%	%	%	%	%

HS2. Which of the following do you use?

Facebook (including Facebook Messenger)	68	63	72	65	78	75	60	56
WhatsApp	67	62	71	74	82	74	59	47
Instagram	36	31	41	85	66	34	18	7
YouTube	67	75	59	91	84	66	67	44
Google Search	66	66	66	67	68	68	69	58
Twitter	33	36	30	53	49	36	25	11
Snapchat	21	17	23	72	44	14	4	0
TikTok	13	11	15	46	32	8	1	1
None of the above	4	5	4	0	2	2	6	10

HS4. In the last year, how many apps would you estimate you have downloaded for your phone or tablet?

0	7	6	7	2	3	5	10	14
1 to 3	22	23	21	10	11	26	18	32
4 to 6	26	24	28	31	26	26	29	21

7 to 9	13	13	13	20	16	12	13	9
10 or more	24	27	22	34	38	27	19	9
I do not use a smart phone or a tablet	4	3	4	0	2	1	6	9
Don't know	4	4	4	3	3	3	5	6

HS5. Thinking now about the ways in which data can be collected and used in society, which of the following issues are you aware of?

		Gender		Age				
	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
	%	%	%	%	%	%	%	%
Internet-connected devices in homes (e.g. Google Home, Amazon Echo)	57	53	62	40	46	57	73	65
Use of facial recognition technology	56	52	59	45	43	57	64	63
Targeted advertising online	54	52	57	42	43	55	68	59
Self-driving cars	41	39	42	26	32	40	47	51
People on social media encountering only information and opinions that reinforce their own beliefs	37	38	36	38	42	36	35	34
Technology being specifically designed to be addictive in order to make people use it more	28	29	27	38	27	23	33	28
Personalised insurance offerings	25	29	23	21	19	24	37	27
Misleading videos or audio recordings, sometimes called 'Deepfakes', that are created by computers to look and sound just like the real person	21	23	18	18	27	23	17	15
Computers making wrong decisions because the data they are using is biased against certain groups and types of people	16	19	14	21	19	16	17	12
All of the above	14	17	11	15	13	15	12	13
None of the above	3	4	3	3	3	4	2	4

	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
Don't know	5	4	5	5	5	4	2	7

HS7. In the last year which of the following have you frequently done?

		Gender		Age				
	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
	%	%	%	%	%	%	%	%
Checked the privacy settings on your social media accounts	38	34	42	46	53	41	36	20
Used an ad blocker	35	43	28	42	36	33	41	30
Changed the privacy settings on your phone	28	27	28	39	40	30	22	13
Used Incognito or another private browsing mode	21	28	15	35	28	23	18	10
Deliberately sought out other websites in order to see a range of different views	19	23	15	21	28	19	17	13
Used a VPN (Virtual Private Network)	17	23	11	27	23	19	14	8
Deliberately given inaccurate personal details on a web form	11	13	9	11	17	13	9	6
None of the above	26	21	30	9	16	24	24	46
Don't know	4	4	3	4	5	4	3	3

HS8. Which of the following platforms do you use for news nowadays?

	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
Television	82	84	81	65	70	83	92	92
Radio	47	49	45	28	43	47	53	54
Word of mouth (family / friends / colleagues) – in person/by phone/email	38	35	40	32	30	41	41	38
Social media on a mobile phone	35	33	38	65	54	40	18	12

Other internet sources on a computer/laptop/netbook/tablet (including apps you've downloaded and those automatically loaded onto your device)	34	40	29	26	31	37	37	34
Newspapers (printed)	33	37	28	19	26	24	39	55
Social media on a computer/laptop/netbook/tablet	32	34	30	44	40	36	24	19
Other internet sources on a mobile phone (including apps you've downloaded and those automatically loaded onto your phone)	25	30	21	24	32	29	20	19
Interactive TV services via the 'red button' or apps on the TV	13	16	11	10	19	14	15	9
Magazines	12	14	11	8	16	11	11	15
None of these	2	2	2	2	4	2	2	2

CV1 Taking everything into account, how worried are you by the COVID-19 outbreak?

		Gender		Age				
	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
	%	%	%	%	%	%	%	%
Very worried	27	23	30	18	30	28	26	28
Fairly worried	54	56	51	60	48	52	57	54
Not very worried	15	16	13	16	16	14	13	15
Not at all worried	4	4	4	3	4	5	4	2
Don't know	1	1	1	3	2	1	0	0
Worried (All)	81	79	81	78	78	80	83	82
Unworried (All)	19	20	17	19	20	19	17	17
Net Worry	+62	+59	+64	+59	+58	+61	+66	+65

CV2 When it comes to the COVID-19 outbreak, which of the following do you worry about more?

The COVID-19 lockdown rules being relaxed too quickly	66	61	71	50	61	69	71	69

The COVID-19 lockdown rules being relaxed too slowly	14	16	11	24	23	12	10	8
Neither	17	20	15	21	13	16	18	20
Don't know	3	3	3	5	3	3	1	3

In the UK's response to the COVID-19 outbreak, digital technology, including uses of data and artificial intelligence, are already being used in the immediate public health response, as well as to plan for the longer term recovery and build future resilience. New uses are continually being explored by researchers, government and tech companies in various sectors beyond just health and social care, including transport, employment, education and economic recovery.

CM1 Do you believe that this type of digital technology has the POTENTIAL to be used in the response to the COVID-19 outbreak (also called the 'coronavirus')?

		Gender		Age				
	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
	%	%	%	%	%	%	%	%
It could definitely be used	20	23	18	20	20	19	24	20
It could probably be used	53	52	54	51	52	52	55	56
It could probably not be used	8	10	6	16	10	8	2	5
It could definitely not be used	3	4	2	2	3	4	0	1
Don't know	17	12	21	11	15	17	20	18
Could Be Used (All)	73	75	72	71	72	71	79	76
Could Not Be Used (All)	11	14	8	18	13	12	2	6
Net	+62	+61	+64	+53	+59	+59	+77	+70

CM2 Thinking now about the way this type of digital technology is currently being used in the response to the COVID-19 outbreak. Do you think that overall it is helping to solve some of the problems caused by the pandemic?

		Gender		Age				
	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
	%	%	%	%	%	%	%	%
It is making the situation a lot better	7	8	6	7	10	7	5	5
It is making the situation a little better	35	39	32	40	35	35	38	33
It is making no change to the situation	34	31	36	28	34	33	31	38
It is making the situation a little worse	3	4	2	4	4	3	4	3
It is making the situation a lot worse	3	4	2	2	3	5	2	1
Don't know	18	14	22	19	13	18	21	20
Better (All)	42	47	38	47	45	42	43	38
Worse (All)	6	8	4	6	7	8	6	4
Net	+36	+39	+34	+41	+38	+34	+37	+34

CM4 Which of the following would you say is the main reason why digital technology might not be effectively used in the response to the COVD-19 outbreak?

	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
The technology will work but people will not use it properly	37	35	38	37	33	35	41	39
The right technology will not be launched in time	26	28	23	32	26	23	26	26
The technology will be launched in time, but it will not work	17	17	17	12	20	20	15	14
Something else	2	3	2	0	0	3	3	4
None of the above - I believe the technology will be used effectively	5	5	5	3	7	5	6	4
Don't know	13	11	15	17	13	14	9	13

CM5. Thinking now specifically about the digital technology that has been used in the UK in the response to the COVID-19 outbreak. Please say if you agree or disagree with each of the following statements...

CM5_1 I feel well informed about how digital technology has been used during the crisis

	Total	Gender		Age				
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
	%	%	%	%	%	%	%	%
Strongly agree	5	4	6	9	9	5	1	3
Agree	25	25	24	36	31	22	23	20
Neither agree nor disagree	33	35	32	33	29	34	36	32
Disagree	26	25	26	15	20	27	27	31
Strongly disagree	9	9	9	4	9	9	10	13
Don't know	3	2	3	2	2	3	3	2
Agree (All)	30	29	30	45	40	27	24	23
Disagree (All)	35	34	35	19	29	36	37	44
Net Agreement	-5	-5	-5	+26	+11	-9	-13	-21

CM5_2 I feel comfortable with how digital technology has been used as it affects me

	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
Strongly agree	6	7	6	8	10	7	3	5
Agree	31	33	29	44	28	31	31	26
Neither agree nor disagree	37	37	37	27	36	37	38	40
Disagree	15	13	17	8	16	16	15	17
Strongly disagree	5	6	5	7	6	4	5	6
Don't know	6	5	6	6	4	5	8	5
Agree (All)	37	40	35	52	38	38	34	31
Disagree (All)	20	19	22	15	22	20	20	23
Net Agreement	+17	+21	+13	+37	+16	+18	+14	+8

CM5_3 I feel comfortable with how digital technology has been used as it affects others in society

	Total	Gender		Age				
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
	%	%	%	%	%	%	%	%
Strongly agree	7	8	7	14	12	7	2	4
Agree	29	30	29	34	33	29	28	26
Neither agree nor disagree	37	36	38	35	32	36	39	42
Disagree	15	15	15	9	13	18	16	15
Strongly disagree	5	6	5	6	4	4	7	7
Don't know	6	6	6	3	4	6	9	6
Agree (All)	36	38	36	48	45	36	30	30
Disagree (All)	20	21	20	15	17	22	23	22
Net Agreement	+16	+17	+16	+33	+28	+14	+7	+8

CM5_4 I trust that the right rules and regulations are in place to ensure digital technology is used responsibly

	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
Strongly agree	8	9	7	18	11	8	4	4
Agree	35	33	36	31	36	34	36	36
Neither agree nor disagree	30	30	31	31	33	27	28	33
Disagree	16	16	15	12	11	18	19	15
Strongly disagree	7	8	6	4	6	8	7	6
Don't know	5	5	5	3	3	5	6	5
Agree (All)	43	42	43	49	47	42	40	40
Disagree (All)	23	24	21	16	17	26	26	21
Net Agreement	+20	+18	+22	+33	+30	+16	+14	+19

CM5_5 If I was unhappy with the way digital technology was being used, I would know where to raise my concerns

	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
Strongly agree	6	7	5	14	10	5	2	3

	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
Agree	19	20	17	28	28	17	12	14
Neither agree nor disagree	26	30	23	28	20	28	31	24
Disagree	30	25	34	17	23	31	28	40
Strongly disagree	14	13	15	10	14	15	17	13
Don't know	5	5	6	2	5	4	11	6
Agree (All)	25	27	22	42	38	22	14	17
Disagree (All)	44	38	49	27	37	46	45	53
Net Agreement	-19	-11	-27	+15	+1	-24	-31	-36

CM6a. Which of the following, if any, have you done either for the first time or significantly more of during the COVID-19 outbreak?

		Gender		Age				
	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
	%	%	%	%	%	%	%	%
Online shopping (food, clothes, goods)	45	41	49	47	50	43	36	51
Online video conferencing to connect with family and friends	41	39	43	54	42	39	37	39
Online video conferencing for work or education	21	21	22	33	32	23	15	10
Using technology for home workouts (e.g. live streaming / videos)	18	15	21	33	31	18	9	8
Online cultural activities (e.g. live streaming plays, films, talks, virtual museum tours)	15	15	15	20	20	15	13	11
Online healthcare / telemedicine (e.g. video consultations)	11	11	12	12	20	11	8	9
None of the above	23	25	22	3	11	27	37	26
Don't know	3	4	2	5	6	3	1	2
All Doing More of Any Prompted Options	1488	692	796	210	250	529	173	327

	Unweighted Sample	1542	718	823	210	276	532	203	321

CM6b. And which of the following, if any, do you think you will now continue doing, or continue doing more of, once the COVID-19 outbreak is over?

	Total	Gender		Age				
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
	%	%	%	%	%	%	%	%
Online shopping (food, clothes, goods)	47	45	49	40	48	47	49	52
Online video conferencing to connect with family and friends	34	35	33	38	31	32	35	35
Online video conferencing for work or education	17	18	15	19	23	19	15	8
Using technology for home workouts (e.g. live streaming / videos)	15	12	18	25	27	15	3	5
Online cultural activities (e.g. live streaming plays, films, talks, virtual museum tours)	11	13	10	12	15	12	11	7
Online healthcare / telemedicine (e.g. video consultations)	9	10	9	8	17	6	8	9
None of the above	11	11	11	12	10	9	12	14
Don't know	8	8	8	3	3	12	10	8
All GB Adults	2012	970	1040	229	301	745	280	457
Unweighted Sample	2012	996	1014	227	326	700	310	449

CS1 How aware, if at all, were you of the above example before reading about it here?

CS1_1 EXAMPLE 1 As people return to work, employers are looking at potential measures to be implemented in the workplace to ensure social distancing is maintained, and therefore to limit the spread of the COVID-19 outbreak. In order to make sure social distancing is maintained in the workplace, one potential option being considered by employers could be to provide employees with wearable technologies, such as watches or wristbands, that alerts wearers via light and sound when they are within two metres of another employee wearing the watch or wristband. The hope is that giving employees this type of feedback will remind employees to adjust their behaviour.

	Total	Gender		Age				
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
	%	%	%	%	%	%	%	%
I was not aware at all	61	55	66	43	41	67	72	67
I was aware, but I did not know anything about it	14	14	14	16	18	13	10	14
I was aware and I knew a little bit about it	16	20	13	28	25	12	13	13
I was aware and I knew a lot about it	5	7	3	10	9	4	2	1
Don't know	4	4	4	4	6	4	4	4

CS1_2 EXAMPLE 2 Up until now, the UK has been following a country-wide approach to lockdown measures. However, this ignores the differing rates of COVID-19 infection in different local areas, and raises the question as to whether the country should adopt a varied approach for different towns.
By looking closely at a mixture of existing data from different communities, health data, and anonymised personal mobile phone location data, it can be possible to forecast hotspots of COVID-19 in specific areas. This forecasting could be used to inform whether local lockdown measures are necessary based on the severity of the COVID-19 outbreak within local areas.

		Gender		Age				
	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
	%	%	%	%	%	%	%	%
I was not aware at all	24	21	26	21	23	25	25	23
I was aware, but I did not know anything about it	29	28	29	28	22	33	22	33
I was aware and I knew a little bit about it	38	40	36	39	38	34	48	37
I was aware and I knew a lot about it	6	7	4	7	12	4	4	4
Don't know	4	4	5	5	6	5	2	3

CS1_3 EXAMPLE 3 Looking toward economic recovery in the wake of the COVID-19 outbreak, it may be that some areas of the UK were more vulnerable to the effects of lockdown, and therefore certain communities will be more affected in the event of an economic downturn.
To understand where these areas are, alternative sources of data such as restaurant bookings, energy consumption, congestion and footfall could be analysed to shed light on the economic health of different areas and industries. The outcome of these analyses would then help policymakers at a local and national level to understand where best to direct their resources.

		Gender		Age				
	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
	%	%	%	%	%	%	%	%
I was not aware at all	41	39	43	29	31	46	42	46
I was aware, but I did not know anything about it	23	21	26	27	24	21	27	24
I was aware and I knew a little bit about it	25	29	22	28	31	24	23	23
I was aware and I knew a lot about it	5	6	3	13	6	3	2	4
Don't know	6	6	6	3	9	7	5	4

CS3. How helpful do you think this example could be in dealing with either the COVID-19 outbreak or its aftermath, if at all?

CS3_1 EXAMPLE 1: WORKPLACE WRISTBANDS

		Gender		Age				
	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
	%	%	%	%	%	%	%	%
Very helpful	23	22	25	19	28	21	23	26
Quite helpful	46	47	44	57	38	45	44	48
Not very helpful	16	16	15	14	16	18	13	13
Not at all helpful	6	6	6	5	8	7	4	3
Don't know	10	9	10	5	9	10	15	9
Helpful (All)	69	69	69	76	66	66	67	74
Not Helpful (All)	22	22	21	19	24	25	17	16
Net	+47	+47	+48	+57	+42	+41	+50	+58

**CS3_2 EXAMPLE 2: LOCAL LOCKDOWN
- PERSONAL DATA**

		Gender		Age				
	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
	%	%	%	%	%	%	%	%
Very helpful	23	24	22	21	21	21	30	23
Quite helpful	51	48	53	46	44	52	50	57
Not very helpful	13	16	10	21	20	13	5	9
Not at all helpful	3	3	2	4	2	3	3	2
Don't know	10	9	12	8	13	10	12	9
Helpful (All)	74	72	75	67	65	73	80	80
Not Helpful (All)	16	19	12	25	22	16	8	11
Net	+58	+53	+63	+42	+43	+57	+72	+69

**CS3_3 EXAMPLE 3: LOCAL LOCKDOWN
- BUSINESS DATA**

		Gender		Age				
	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
	%	%	%	%	%	%	%	%
Very helpful	15	17	12	15	16	13	18	15
Quite helpful	51	48	55	45	46	56	49	53
Not very helpful	14	17	12	26	20	10	11	13
Not at all helpful	2	2	2	3	3	2	2	2
Don't know	17	15	19	11	16	19	19	17
Helpful (All)	66	65	67	60	62	69	67	68
Not Helpful (All)	16	19	14	29	23	12	13	15
Net	+50	+46	+53	+31	+39	+57	+54	+53

CS4. How would you feel about the above example being used in your local area to deal with either the COVID-19 outbreak or its aftermath?

CS4_1 EXAMPLE 1: WORKPLACE WRISTBANDS

	Total	Gender		Age				
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
	%	%	%	%	%	%	%	%
Very relaxed	20	21	19	18	16	17	24	26
Quite relaxed	47	47	46	46	41	46	47	51
Quite worried	16	16	16	19	24	17	13	9
Very worried	5	4	5	4	6	5	4	4
Don't know	13	12	14	12	13	15	12	10
Relaxed (All)	67	68	65	64	57	63	71	77
Worried (All)	21	20	21	23	30	22	17	13
Net	+46	+48	+44	+41	+27	+41	+54	+64

CS4_2 EXAMPLE 2: LOCAL LOCKDOWN - PERSONAL DATA

	Total	Gender		Age				
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
	%	%	%	%	%	%	%	%
Very relaxed	18	19	16	10	13	15	25	24
Quite relaxed	49	48	50	52	39	49	49	53
Quite worried	17	17	16	24	25	16	11	11
Very worried	5	5	4	5	8	5	3	3
Don't know	12	11	14	9	15	15	11	9
Relaxed (All)	67	67	66	62	52	64	74	77
Worried (All)	22	22	20	29	33	21	14	14
Net	+45	+45	+46	+33	+19	+43	+60	+63

CS4_3 EXAMPLE 3: LOCAL LOCKDOWN - BUSINESS DATA

		Gender		Age				
	Total	Male	Female	18 to 24	25 to 34	35 to 54	55 to 64	65+
	%	%	%	%	%	%	%	%
Very relaxed	14	17	12	14	14	10	19	19
Quite relaxed	47	45	50	39	40	50	45	53
Quite worried	19	21	16	30	25	18	16	11
Very worried	3	4	2	1	3	4	2	2
Don't know	17	14	20	17	18	18	17	15
Relaxed (All)	61	62	62	53	54	60	64	72
Worried (All)	22	25	18	31	28	22	18	13
Net	+39	+37	+44	+22	+26	+38	+46	+59