

July 2019

Access to cash research with consumers and small businesses

Commissioned by the Payment Systems Regulator

Appendices

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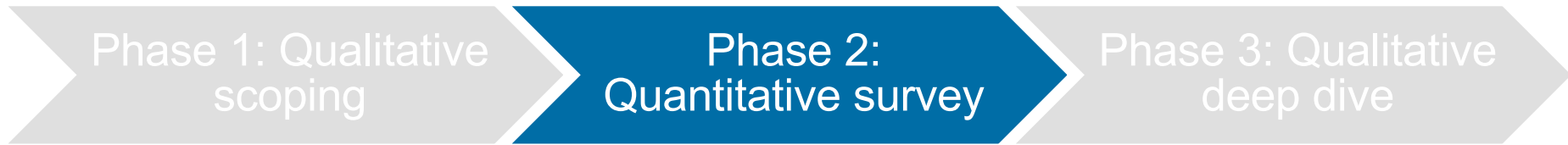
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Small businesses

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Introduction

These appendices supplement the data from the quantitative survey



What?		Who?	
Method	15 minute telephone survey (consumers) 10 minute online survey (small businesses)	Consumers	<ul style="list-style-type: none"> Nationally representative sample of 1,000 UK adults aged 18+, weighted on age, gender, region, SEG Further boosts: <ul style="list-style-type: none"> Devolved nations (telephone): to achieve min. 250 interviews in each devolved nation Groups with protected characteristics (online): to achieve min. 100 interviews in each: BAME, LGBT, pregnant women, non-Christian religions N.B. data in this report includes devolved nation boosts, not protected characteristics; total sample = 1590
Fieldwork period	14 th February – 22 nd February 2019 <ul style="list-style-type: none"> Boost interviews took place in February and March 	Small businesses	<ul style="list-style-type: none"> 500 small businesses with 0-50 employees Further boosts: <ul style="list-style-type: none"> Higher turnover: to achieve a good spread of business size Total sample = 542
Aim	Understand the prevalence of cash attitudes and behaviours in order to: <ul style="list-style-type: none"> Gain an overview of the cash landscape <ul style="list-style-type: none"> Using and accessing cash Accepting and processing cash Understand the reasons behind cash usage and who is more likely to prefer or accept cash Test 'trade-offs' to understand acceptance of future changes to the cash network 		

About this note

- This note is designed to supplement the main research findings by showing some of the key questions broken down by groups with protected characteristics and key characteristics.
- Because the boost interviews for the groups with protected characteristics on the consumer survey were conducted online (whereas the main survey was conducted over the telephone), the data has been treated slightly differently:
 - Groups with protected characteristics: includes original survey data plus boost interviews which have been weighted back to be representative
 - Other demographics: excludes online boosts to preserve data integrity (and corresponds to the main report)
- Any statistically significant differences have been noted on each chart.

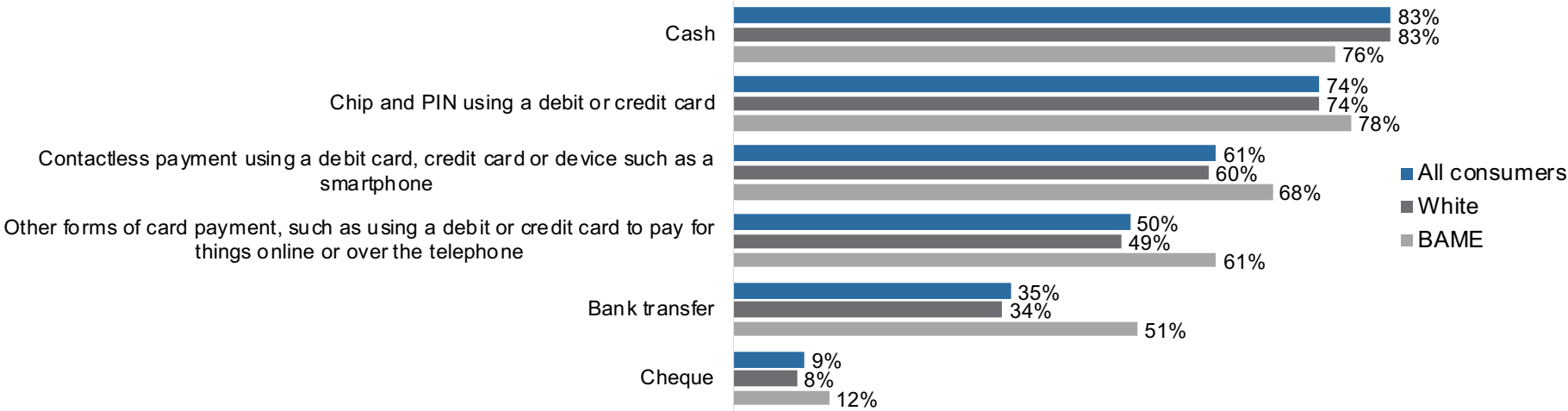
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Consumers

- Key questions by groups with protected characteristics and demographics (age, income, location and region)

Use of different payment methods – ethnicity

Showing percentage of consumers using different payment methods in the past week

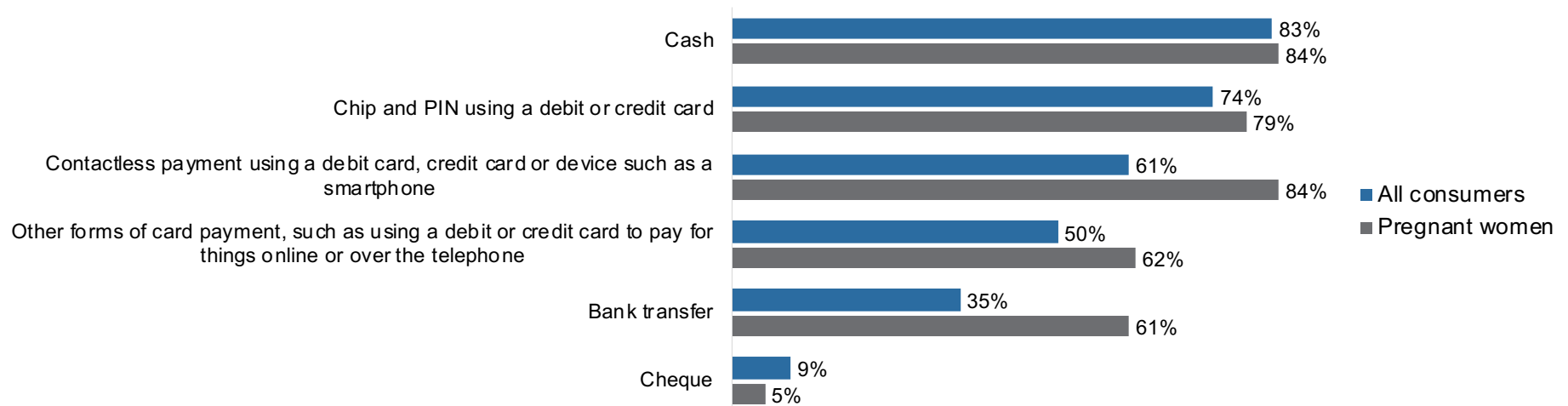


- White consumers are significantly more likely than BAME consumers to have used cash in the past week
- BAME consumers are significantly more likely than white consumers to have used other forms of card payment, such as paying over the telephone, in the past week
- BAME consumers are significantly more likely than white consumers to have used bank transfer in the past week

Q1. I am about to read out a list of different ways of spending money, for example in order to pay for something or to pay someone. To the best of your memory, can you tell me how often, if at all, you have spent money in this way over the past week? Base: All consumers (n=1804); White (n=1630); BAME (n=126)

Use of different payment methods – pregnancy

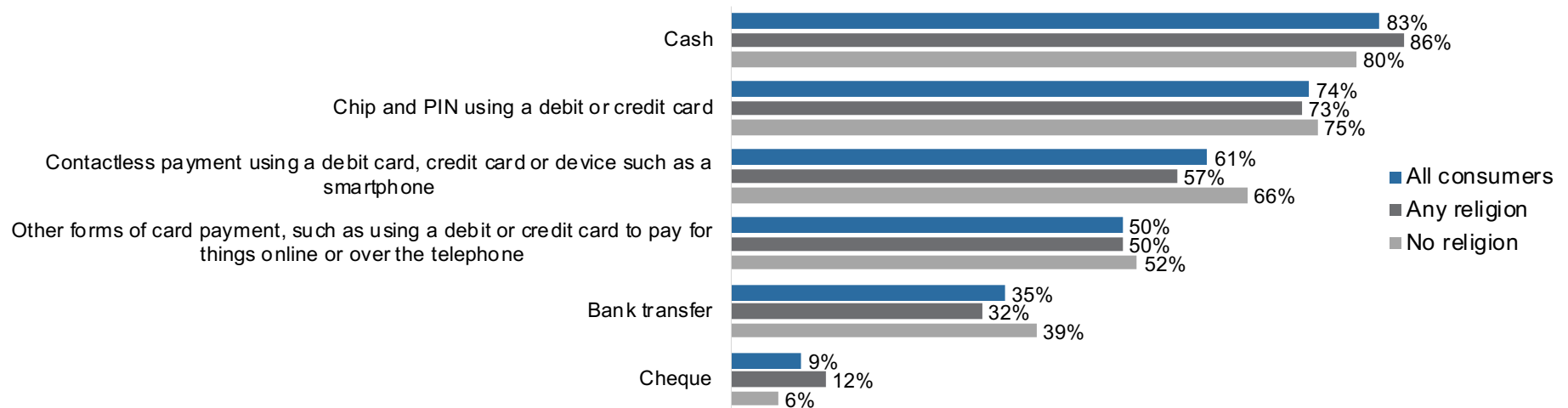
Showing percentage of consumers using different payment methods in the past week



- Pregnant women are significantly more likely than other consumers to have used contactless, other forms of card payment, such as paying over the phone, and bank transfer in the past week

Use of different payment methods – religion

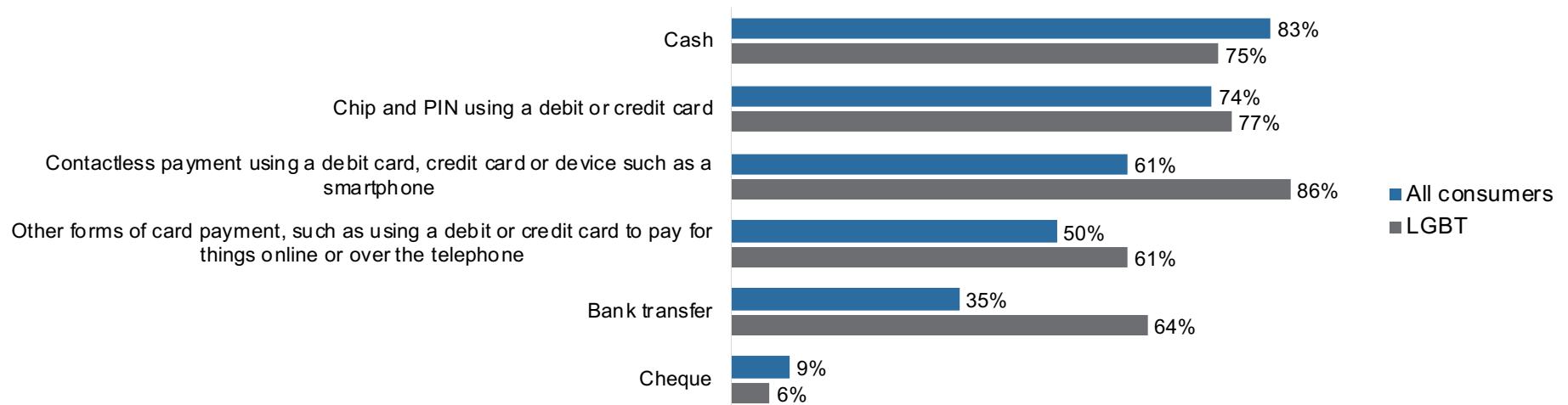
Showing percentage of consumers using different payment methods in the past week



- Religious consumers are significantly more likely than non-religious consumers to have used cash and cheque in the past week
- Non-religious consumers are significantly more likely than religious consumers to have used contactless and bank transfer in the past week

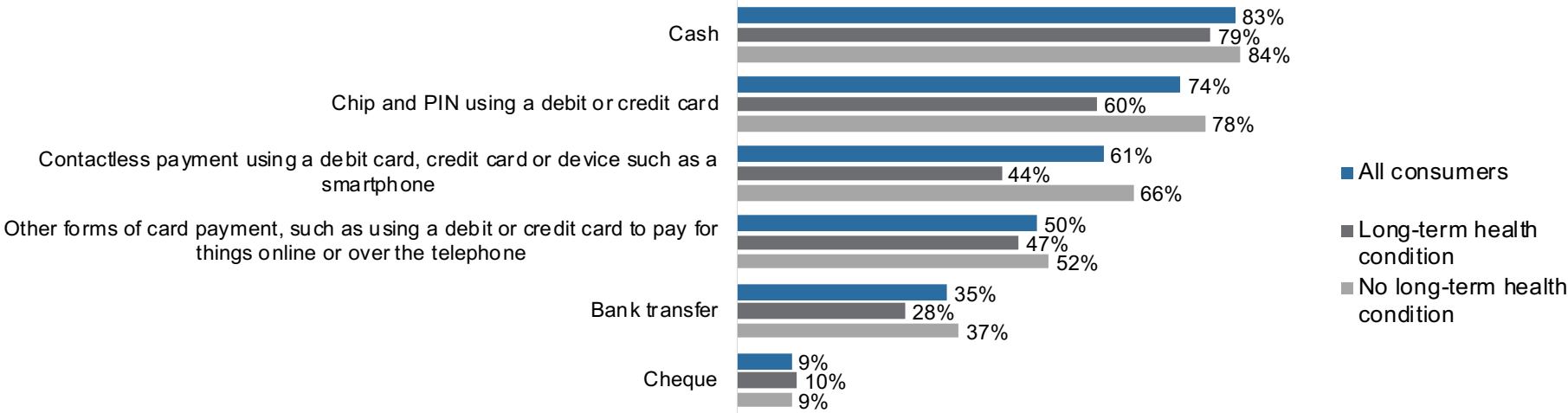
Use of different payment methods – sexual identity and gender identity

Showing percentage of consumers using different payment methods in the past week



Use of different payment methods – health and disability

Showing percentage of consumers using different payment methods in the past week

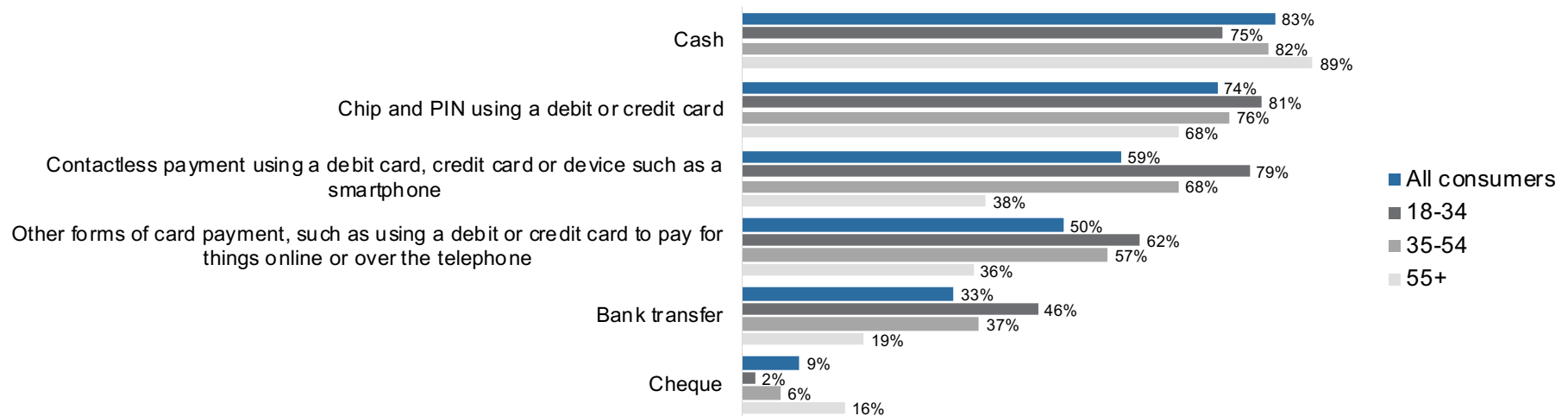


- Consumers with long-term health conditions are significantly less likely than other consumers to have used cash, chip and PIN, contactless and bank transfer in the past week

Q1. I am about to read out a list of different ways of spending money, for example in order to pay for something or to pay someone. To the best of your memory, can you tell me how often, if at all, you have spent money in this way over the past week? Base: All consumers (n=1804); Long-term health condition (n=396); No long-term health condition (n=1367)

Use of different payment methods – age

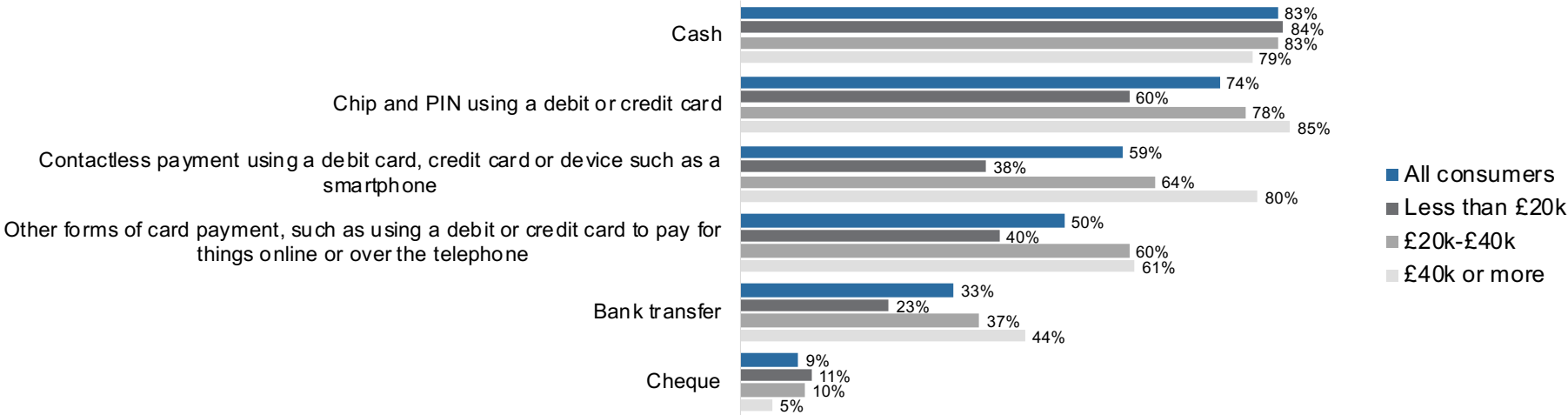
Showing percentage of consumers using different payment methods in the past week



- Consumers aged 55+ are significantly more likely than consumers aged 35-54 and 18-34 to have used cash and cheque in the past week
- Consumers aged 18-34 are significantly more likely than consumers aged 35-54 and 55+ to have used contactless and bank transfer in the past week

Use of different payment methods – annual income

Showing percentage of consumers using different payment methods in the past week

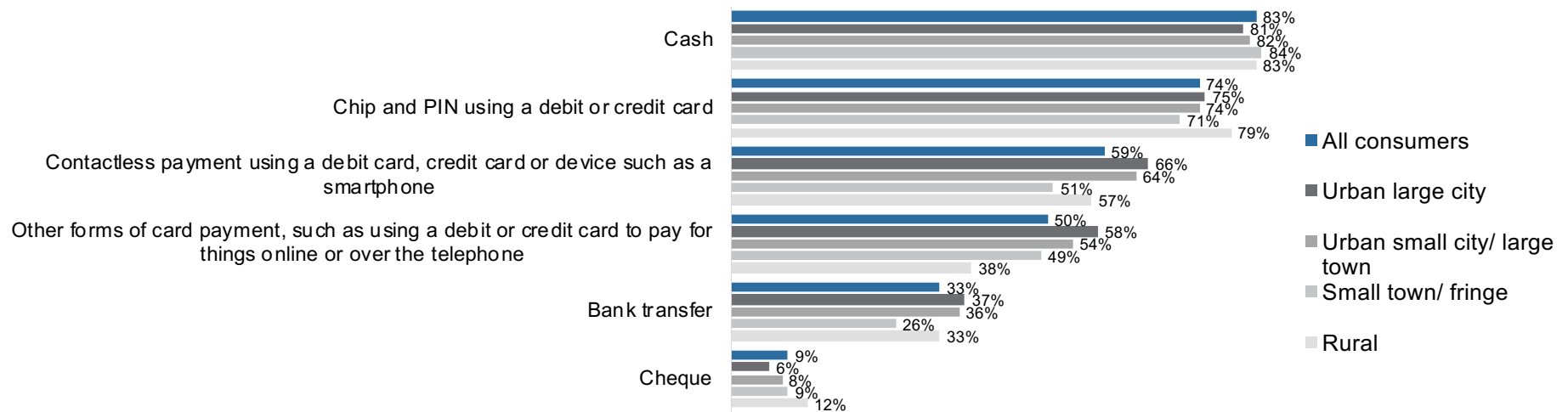


- Consumers earning £40k or more are significantly more likely than consumers earning £20k-£40k and less than £20k to have used chip and PIN and contactless in the past week
- Consumers earning £20k-£40k are significantly more likely than consumers earning less than £20k to have used chip and PIN, contactless, and other forms of card payment in the past week

Q1. I am about to read out a list of different ways of spending money, for example in order to pay for something or to pay someone. To the best of your memory, can you tell me how often, if at all, you have spent money in this way over the past week? Base: All consumers (n=1590); Less than £20k (n=378); £20k-£40k (n=354); £40k or more (n=487)

Use of different payment methods – urban/rural

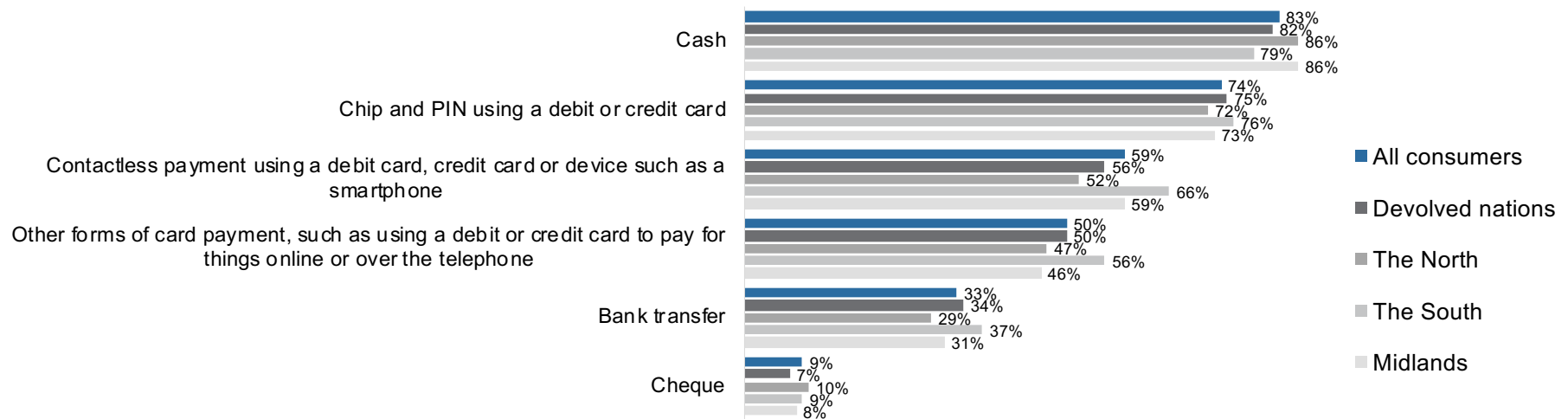
Showing percentage of consumers using different payment methods in the past week



- Consumers in urban large cities are significantly more likely than those in small towns/fringes and rural locations to have used contactless and other forms of card payment in the past week
- Consumers in rural locations are significantly more likely than those in urban large cities to have used cheque in the past week

Use of different payment methods – devolved nations and regions

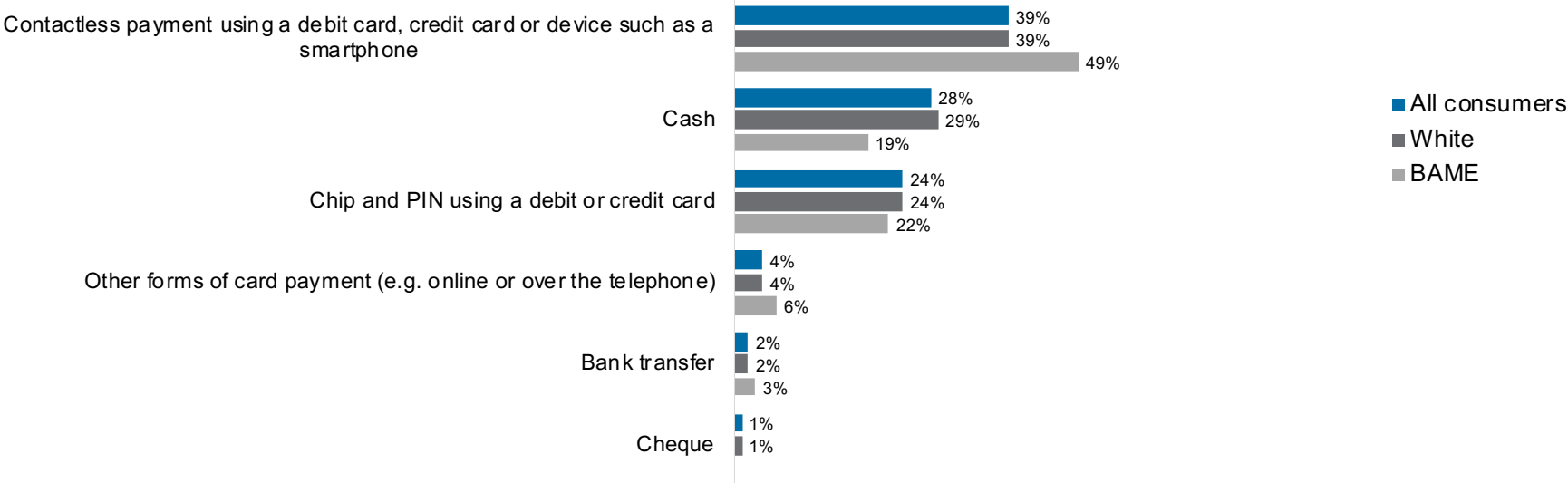
Showing percentage of consumers using different payment methods in the past week



- Consumers in the South of England are significantly more likely than those in the devolved nations and the North to have used contactless in the past week
- Consumers in the North of England and the Midlands are significantly more likely than those in the South to have used cash in the past week

Preference for different payment methods – ethnicity

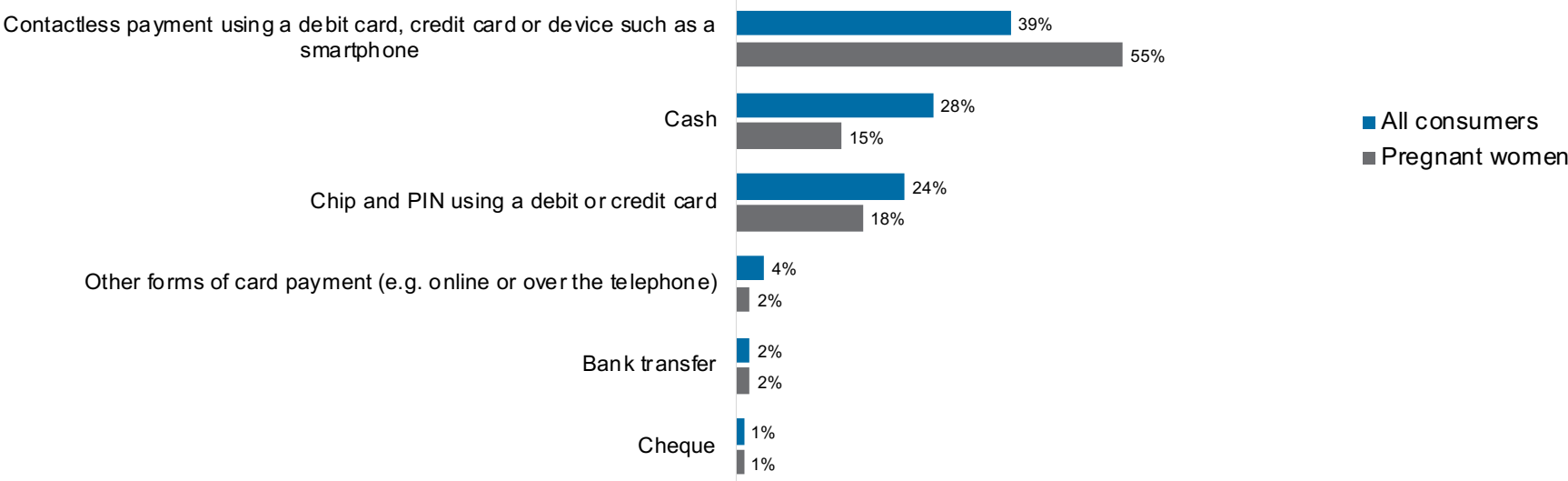
Percentage of consumers who prefer each payment method for spending money or making payments for the majority of payment needs



- BAME consumers are significantly more likely than white consumers to prefer contactless payment
- White consumers are significantly more likely than BAME consumers to prefer cash

Preference for different payment methods – pregnant women

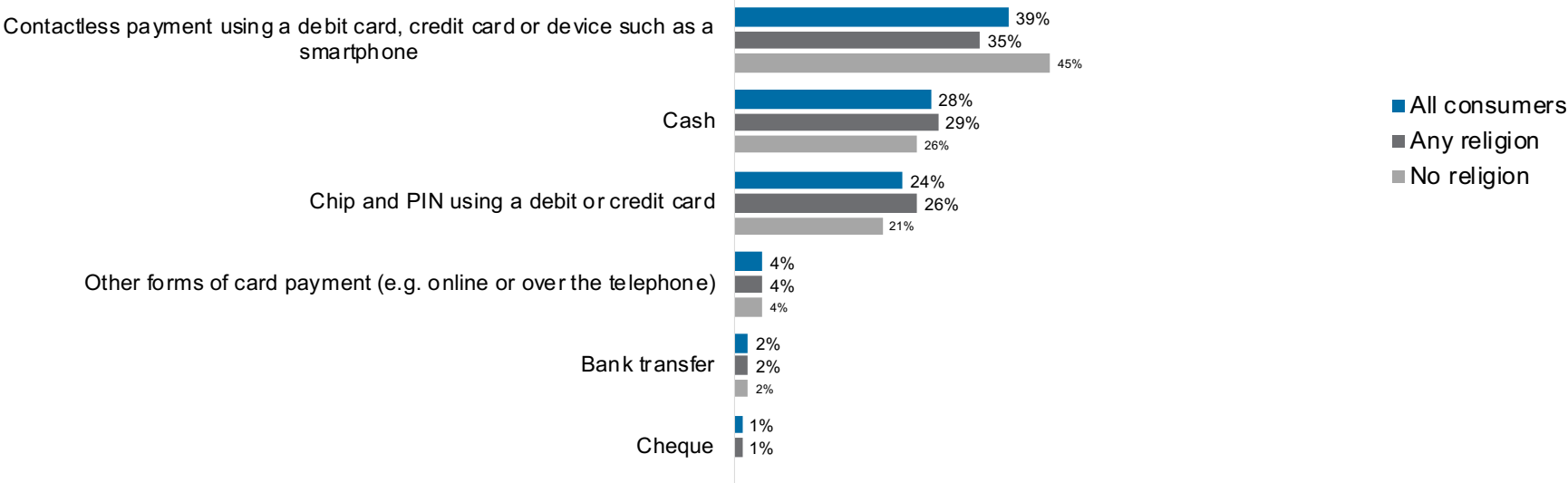
Percentage of consumers who prefer each payment method for spending money or making payments for the majority of payment needs



- Pregnant women are significantly more likely than other consumers to prefer contactless

Preference for different payment methods – religion

Percentage of consumers who prefer each payment method for spending money or making payments for the majority of payment needs

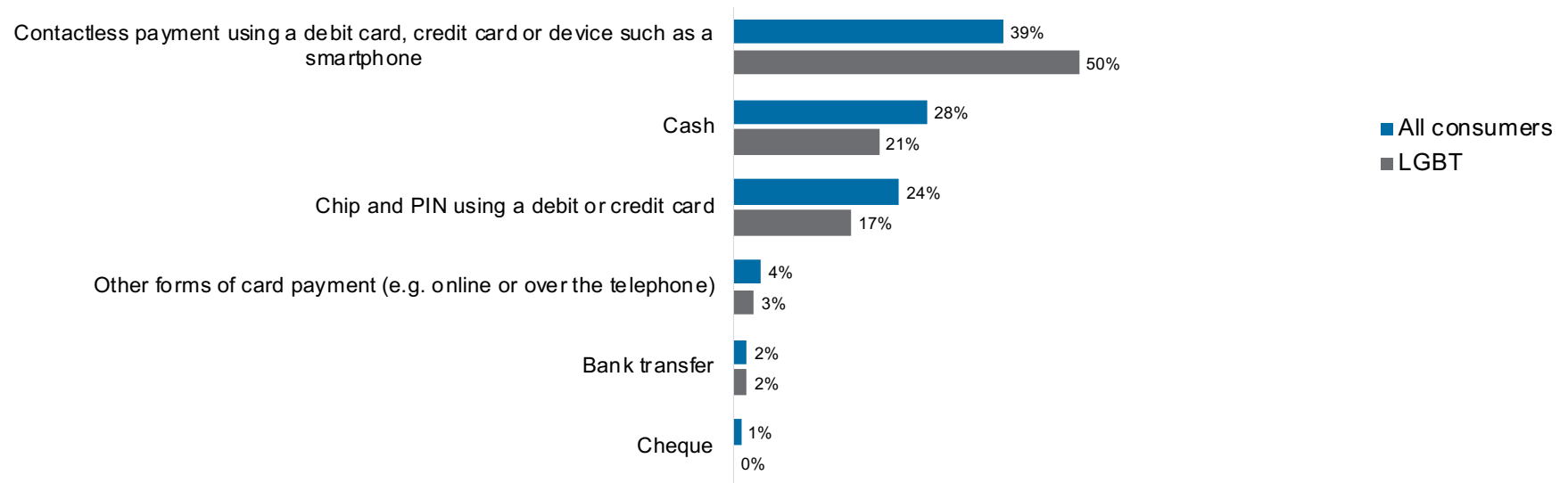


- Non-religious consumers are significantly more likely than religious consumers to prefer contactless
- Religious consumers are significantly more likely than non-religious consumers to prefer chip and PIN using a debit or credit card

Q2. And which of these would you say is your preferred way of spending money or making payments for the majority of your payment needs? Base: All consumers (n=1804); Any religion (n=905); No religion (n=841)

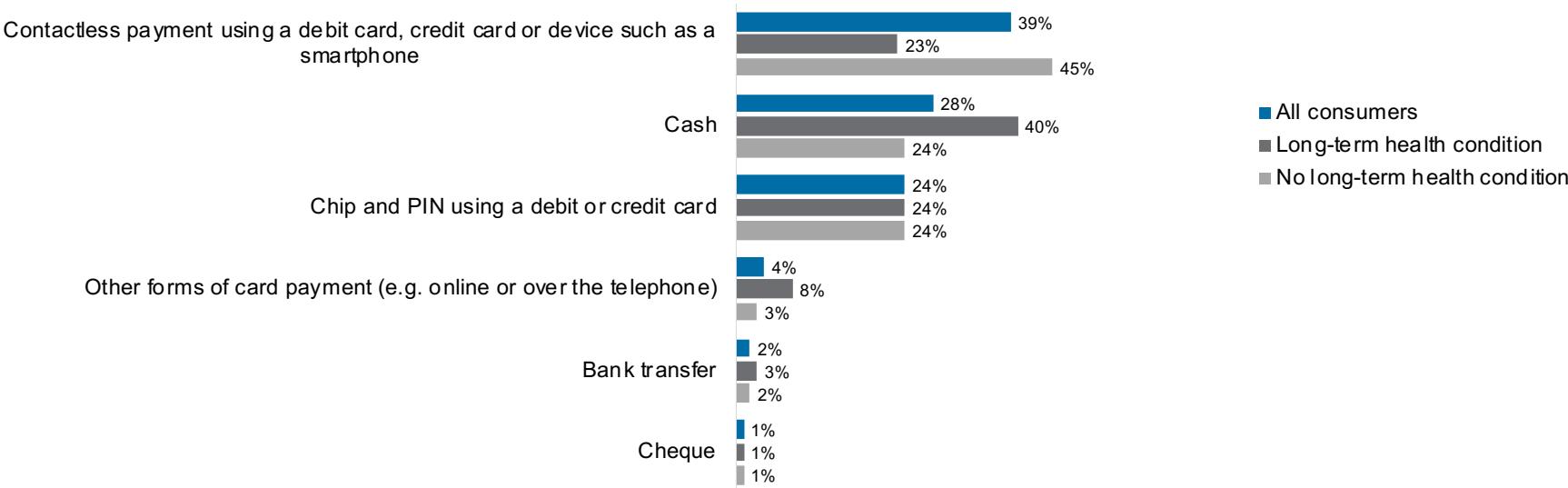
Preference for different payment methods – sexual identity and gender identity

Percentage of consumers who prefer each payment method for spending money or making payments for the majority of payment needs



Preference for different payment methods – health and disability

Percentage of consumers who prefer each payment method for spending money or making payments for the majority of payment needs

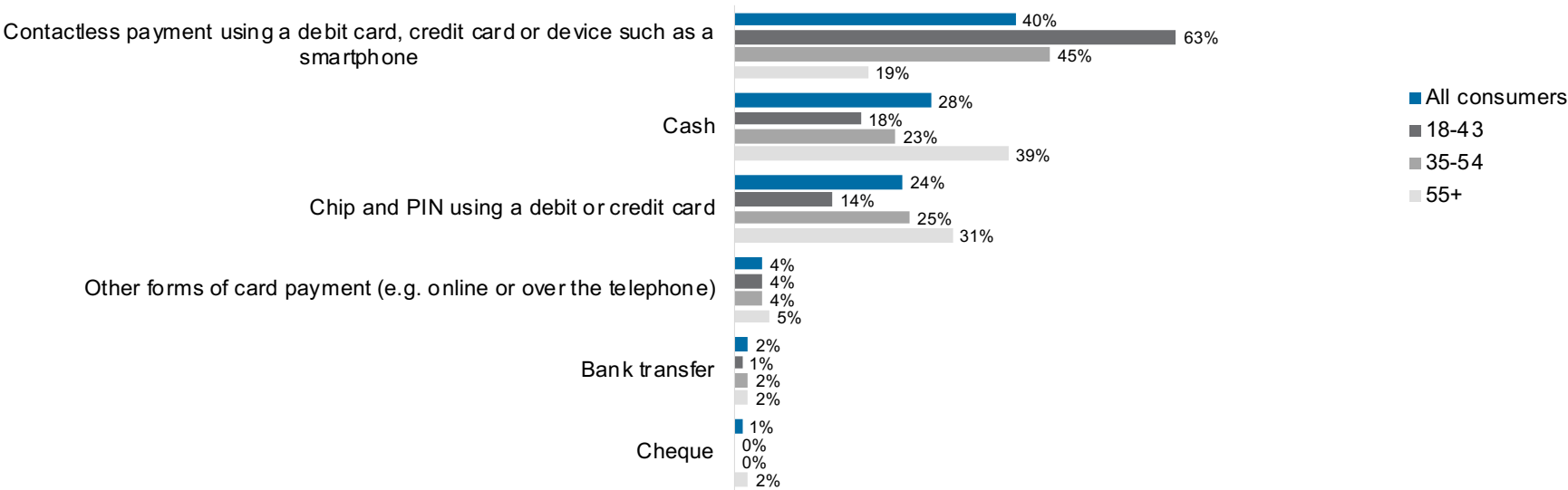


- Consumers with no long-term health condition are significantly more likely than consumers with a long-term health condition to prefer contactless
- Consumers with a long-term health condition are significantly more likely than consumers with no long-term health condition to prefer cash
- Consumers with a long-term health condition are significantly more likely than consumers with no long-term health condition to prefer other forms of card payment

Q2. And which of these would you say is your preferred way of spending money or making payments for the majority of your payment needs? Base: All consumers (n=1804); Long-term health condition (n=396); No long-term health condition (n=1367)

Preference for different payment methods – age

Percentage of consumers who prefer each payment method for spending money or making payments for the majority of payment needs

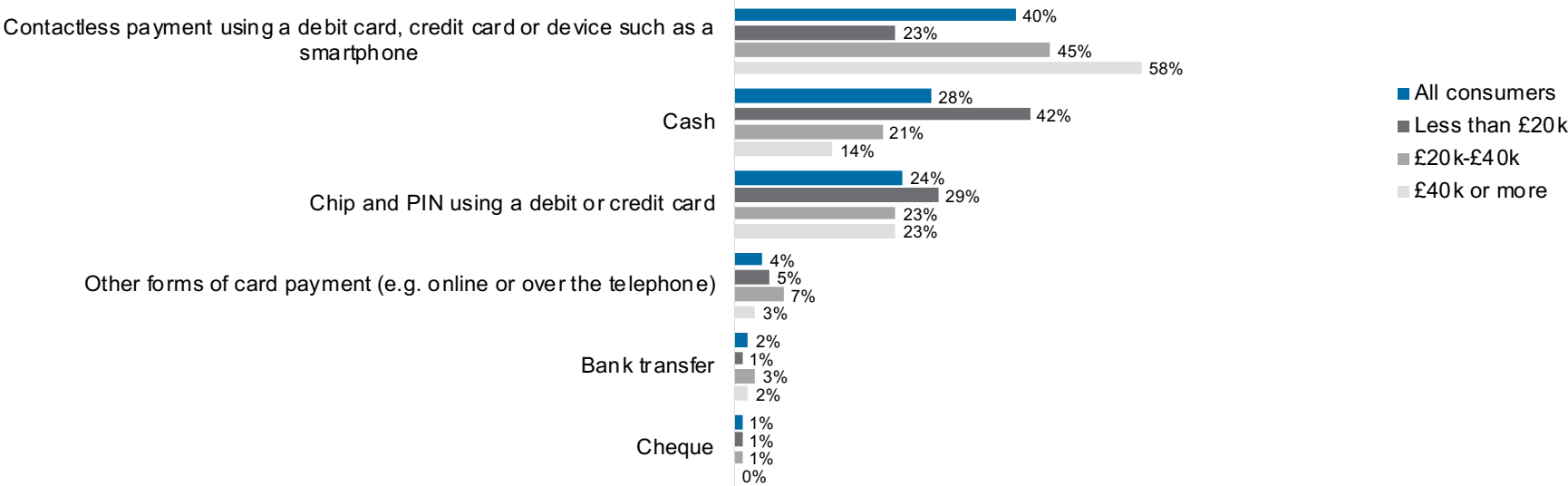


- Consumers aged 18-34 are significantly more likely than consumers aged 35-54 and 55+ to prefer contactless
- Consumers aged 55+ are significantly more likely than consumers aged 18-34 and 35-54 to prefer cash and cheque

Q2. And which of these would you say is your preferred way of spending money or making payments for the majority of your payment needs? Base: All consumers (n=1590); 18-34 (n=397); 35-54 (n=569); 55+ (n=621)

Preference for different payment methods – annual income

Percentage of consumers who prefer each payment method for spending money or making payments for the majority of payment needs

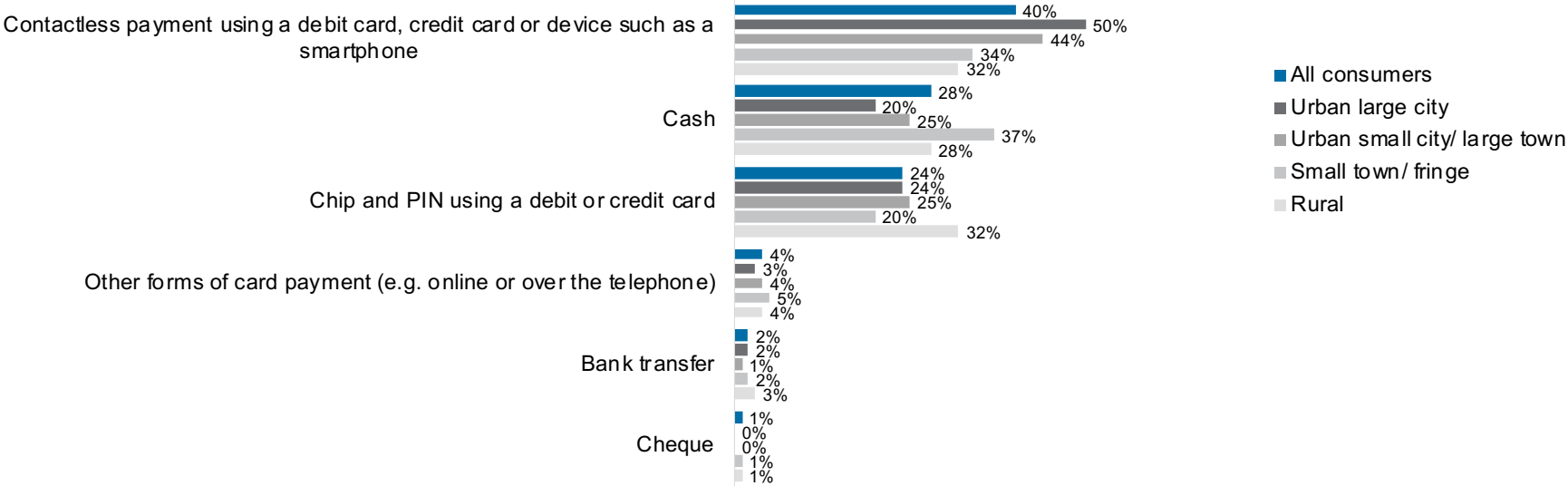


- Consumers earning more than £40k per annum are significantly more likely than consumers earning less than £20k and £20k-£40k to prefer contactless
- Consumers earning less than £20k per annum are significantly more likely than consumers earning £20k-£40k and more than £40k to prefer cash

Q2. And which of these would you say is your preferred way of spending money or making payments for the majority of your payment needs? Base: All consumers (n=1590); Less than £20k (n=378); £20k-£40k (n=354); £40k or more (n=487)

Preference for different payment methods – urban/rural

Percentage of consumers who prefer each payment method for spending money or making payments for the majority of payment needs

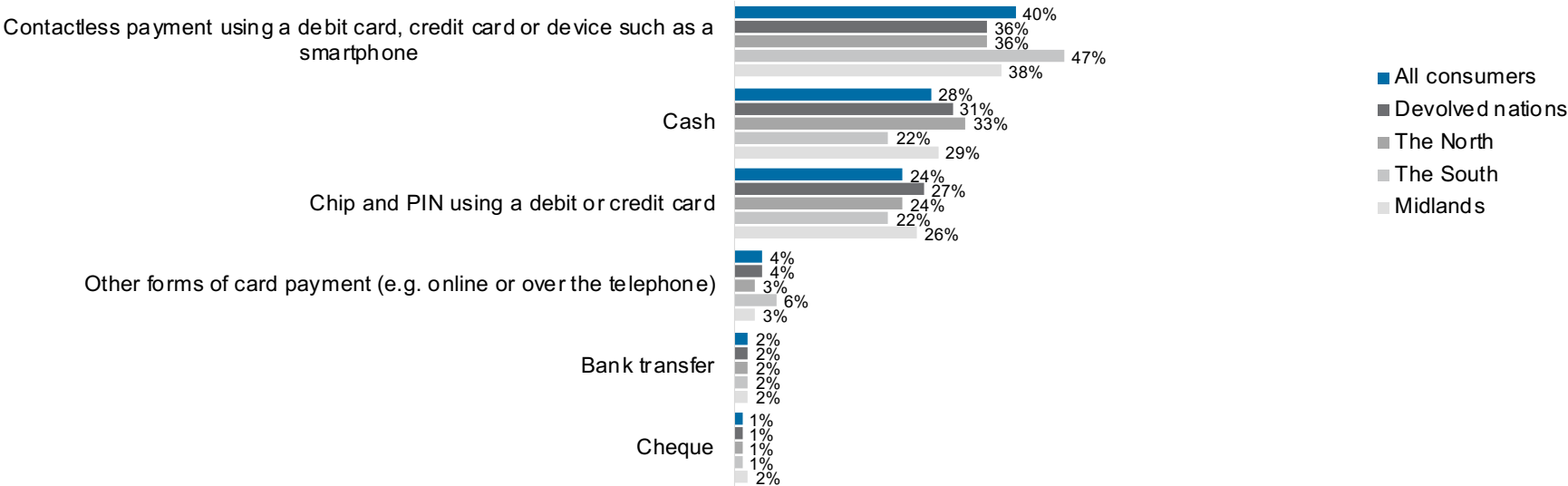


- Consumers in urban large cities and urban small cities and large towns are significantly more likely than consumers in small towns, fringes and rural areas to prefer contactless
- Consumers in small towns and fringes are significantly more likely than consumers in urban large cities, urban small cities, large towns and rural locations to prefer cash

Q2. And which of these would you say is your preferred way of spending money or making payments for the majority of your payment needs? Base: All consumers (n=1590); Urban large city (n=376); Urban small city/ large town (n=413); Small town/ fringe (n=440); Rural (n=337)

Preference for different payment methods – regions and devolved nations

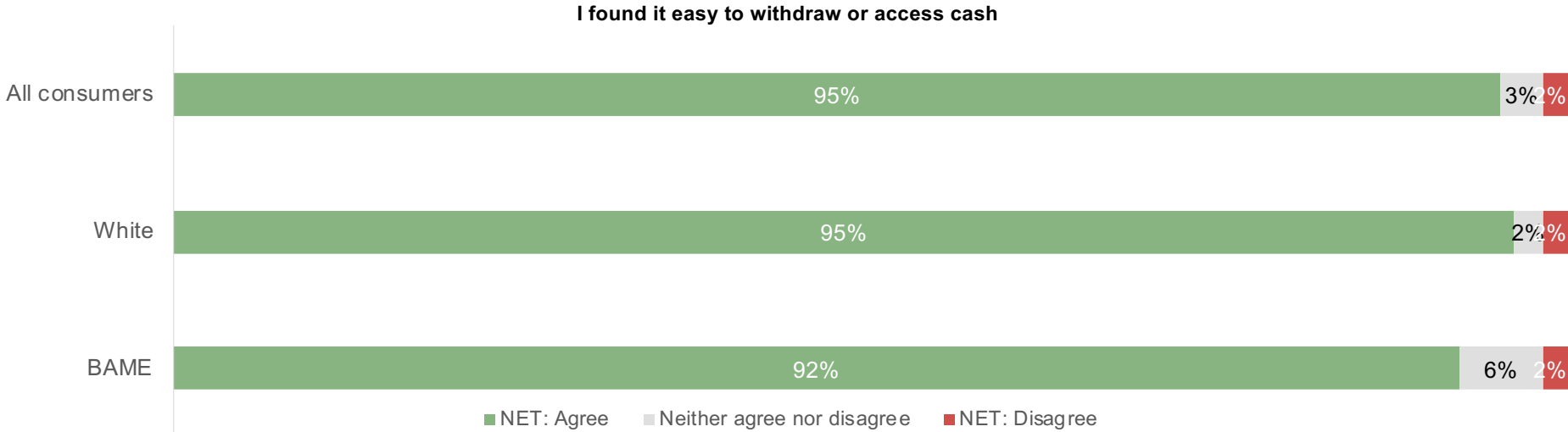
Percentage of consumers who prefer each payment method for spending money or making payments for the majority of payment needs



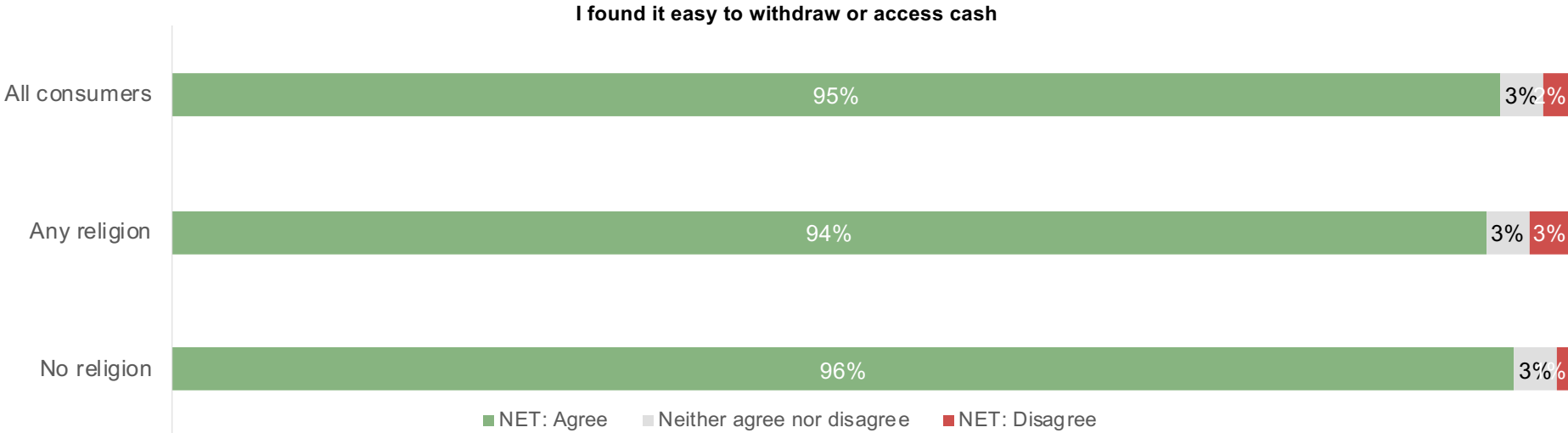
- Consumers in the south of England are significantly more likely than consumers elsewhere in the UK to prefer contactless
- Consumers in the south of England are significantly less likely than consumers elsewhere in the UK to prefer cash

Q2. And which of these would you say is your preferred way of spending money or making payments for the majority of your payment needs? Base: All consumers (n=1590); Devolved nations (n=753); The North (n=230); The South (n=352); Midlands (n=255)

Ease of accessing cash – ethnicity

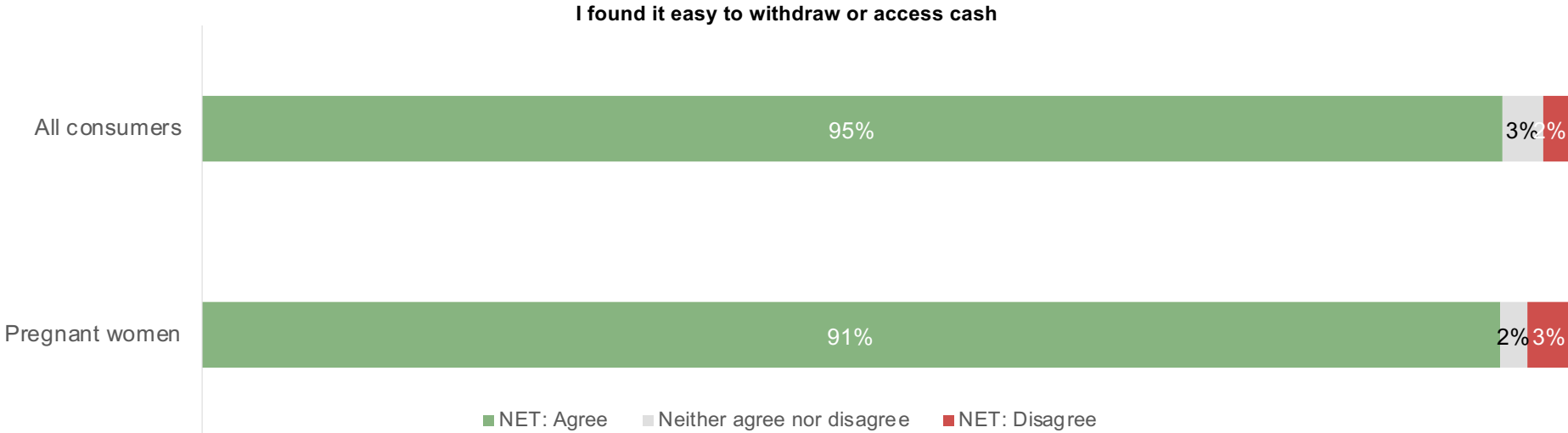


Ease of accessing cash – religion

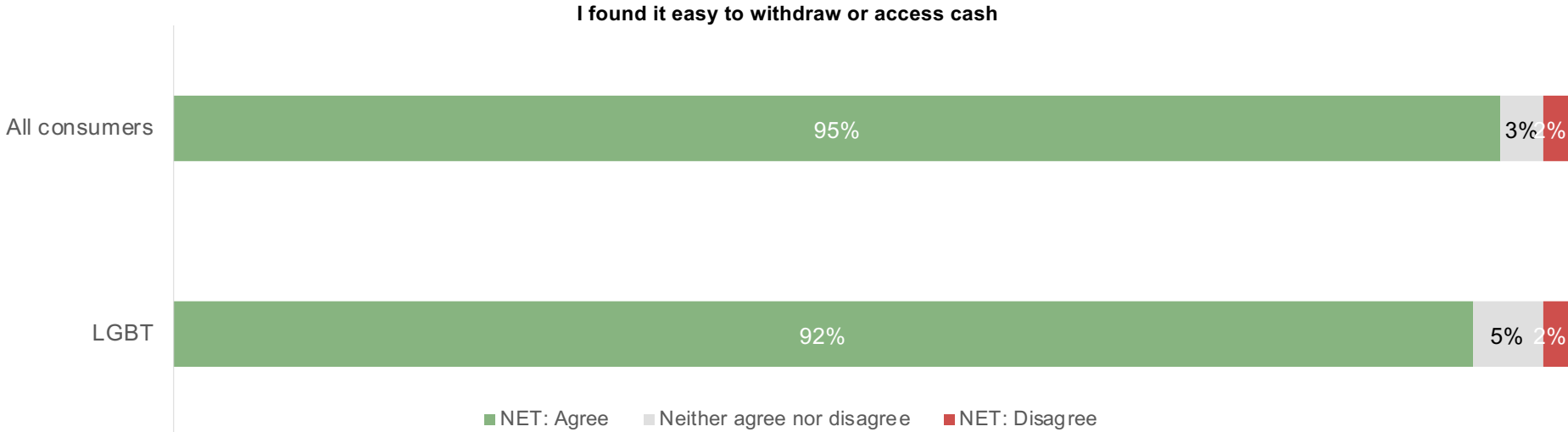


- Religious consumers are significantly more likely to disagree that they found it easy to withdraw or access cash than non-religious consumers

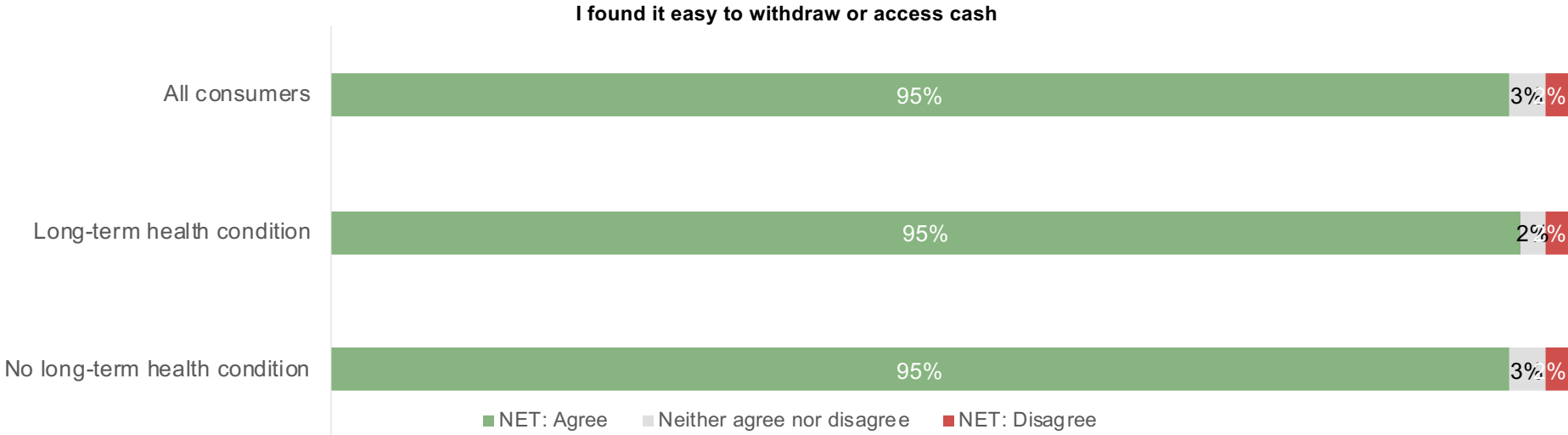
Ease of accessing cash – pregnant women



Ease of accessing cash – sexual identity and gender identity

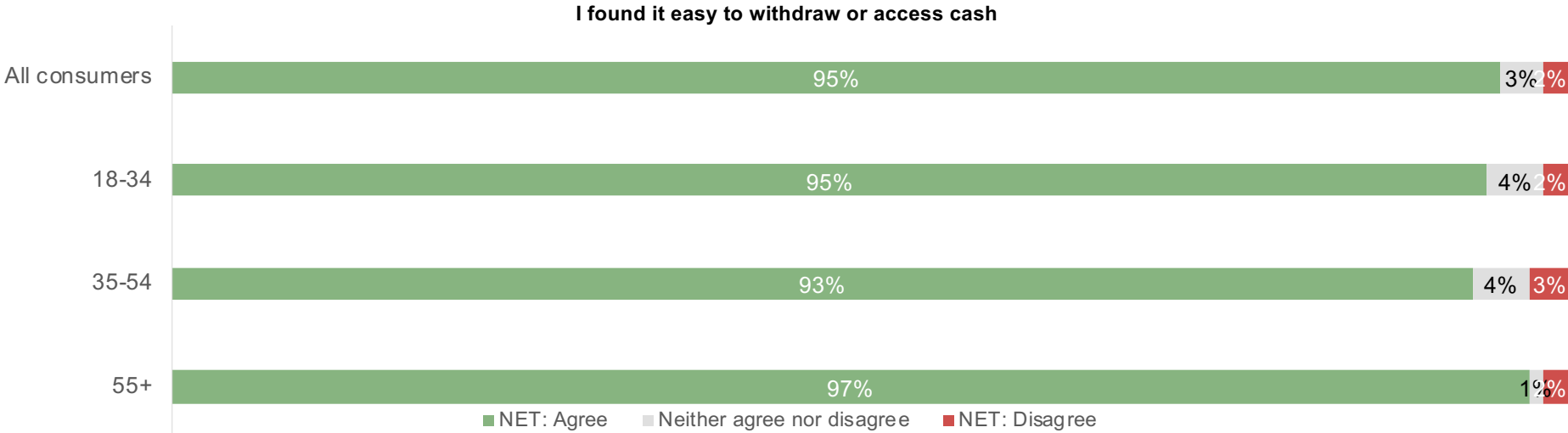


Ease of accessing cash – health and disability



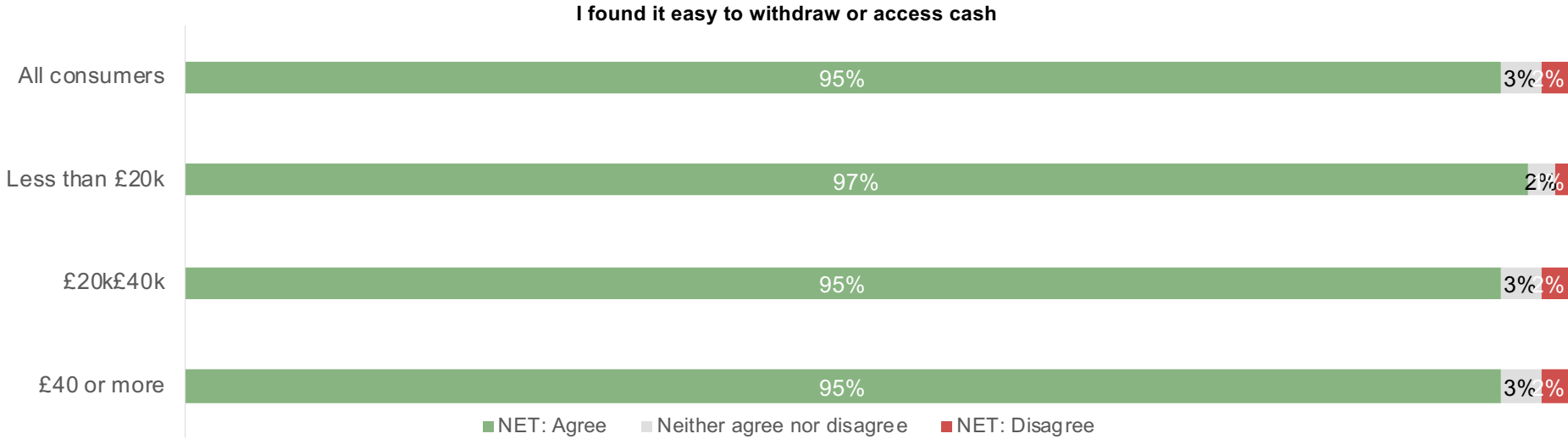
Q14. Still thinking back to the last time you withdrew or accessed cash, to what extent do you agree or disagree with the following statements? Base: All who have withdrawn cash (n=1704); Long-term health condition (n=375); No long-term health condition (n=1292)

Ease of accessing cash – age

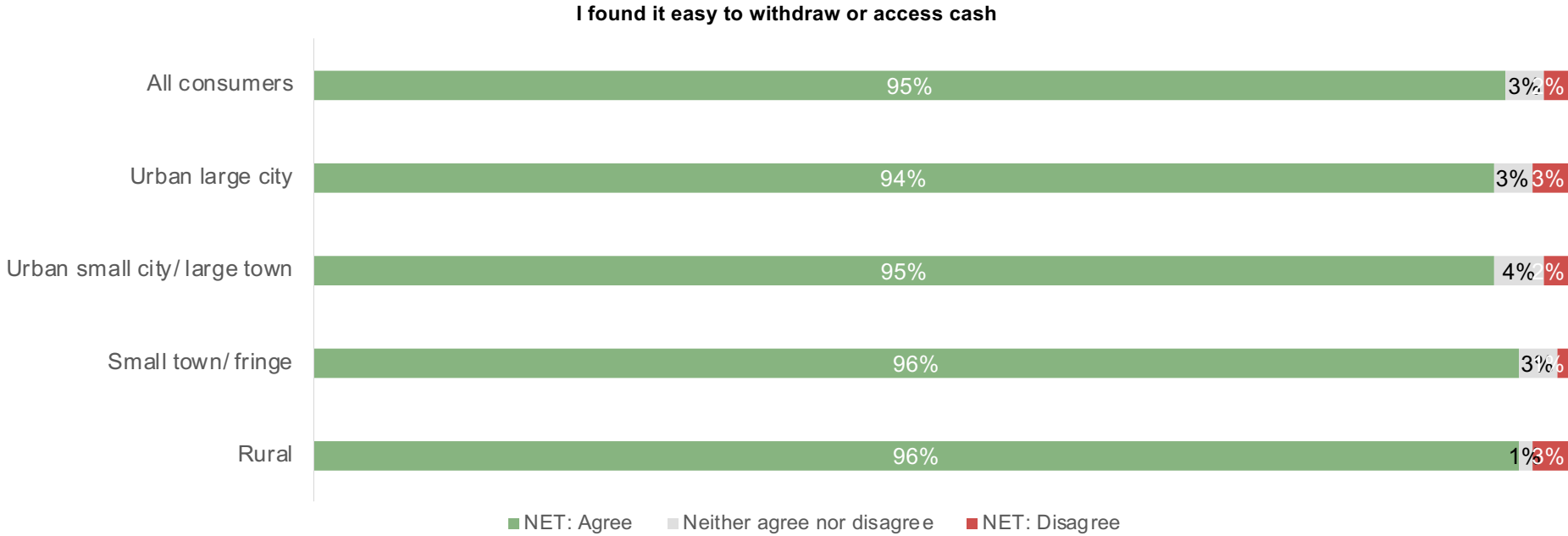


- Consumers aged 55+ are significantly more likely to agree that they found it easy to withdraw or access cash than those aged 35-54 and 18-34

Ease of accessing cash – annual income

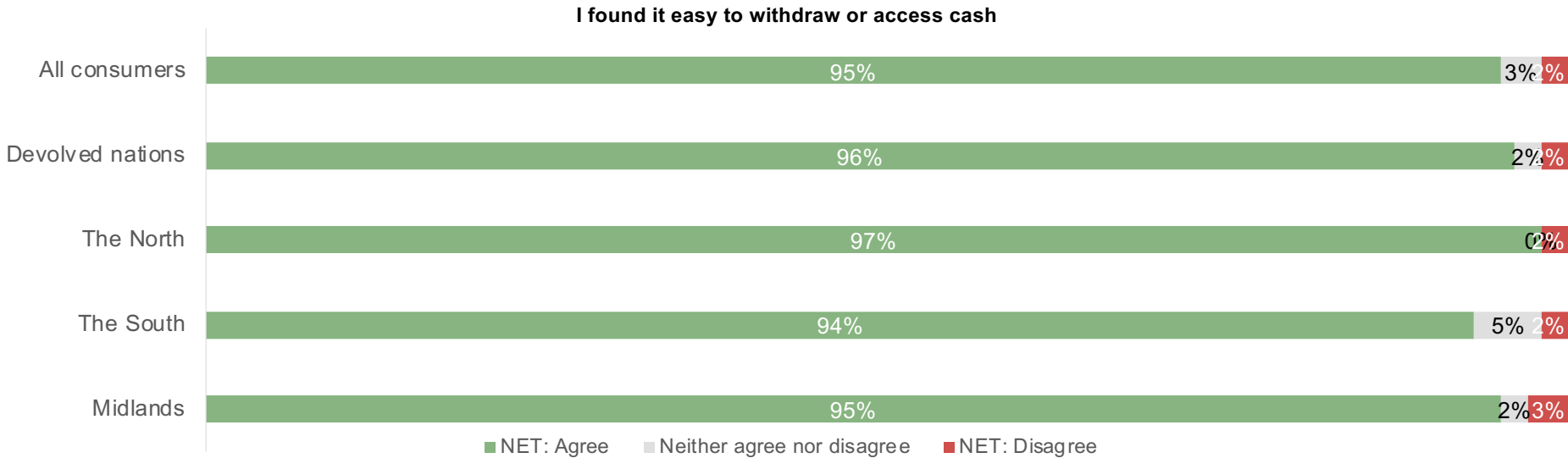


Ease of accessing cash – urban/rural



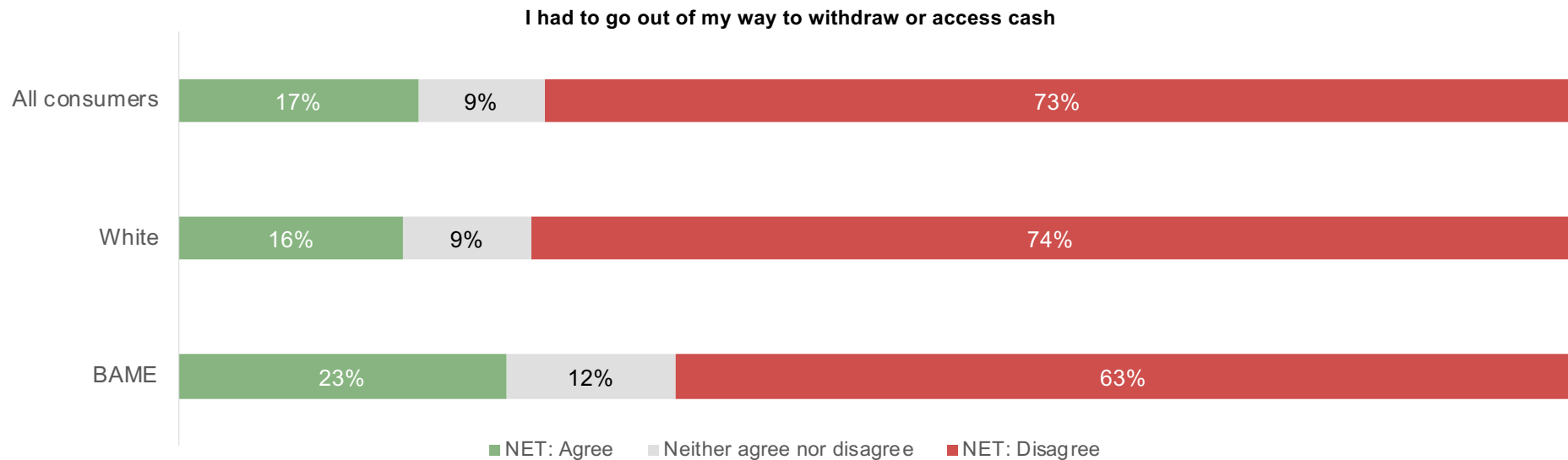
Q14. Still thinking back to the last time you withdrew or accessed cash, to what extent do you agree or disagree with the following statements? Base: All who have withdrawn cash (n=1504); Urban large city (n=361); Urban small city/ large town (n=389); Small town/ fringe (n=421); Rural (n=312)

Ease of accessing cash – devolved nations and regions



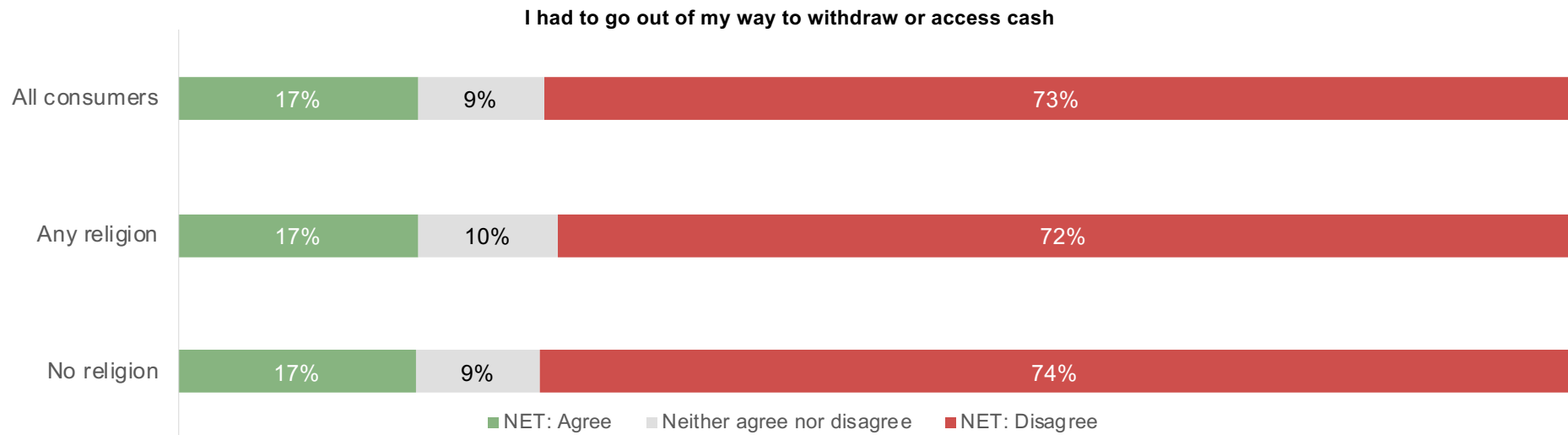
Q14. Still thinking back to the last time you withdrew or accessed cash, to what extent do you agree or disagree with the following statements? Base: All who have withdrawn cash (n=1504); Devolved nations (n=712); The North (n=218); The South (n=333); Midlands (n=241)

Travel to access cash – ethnicity

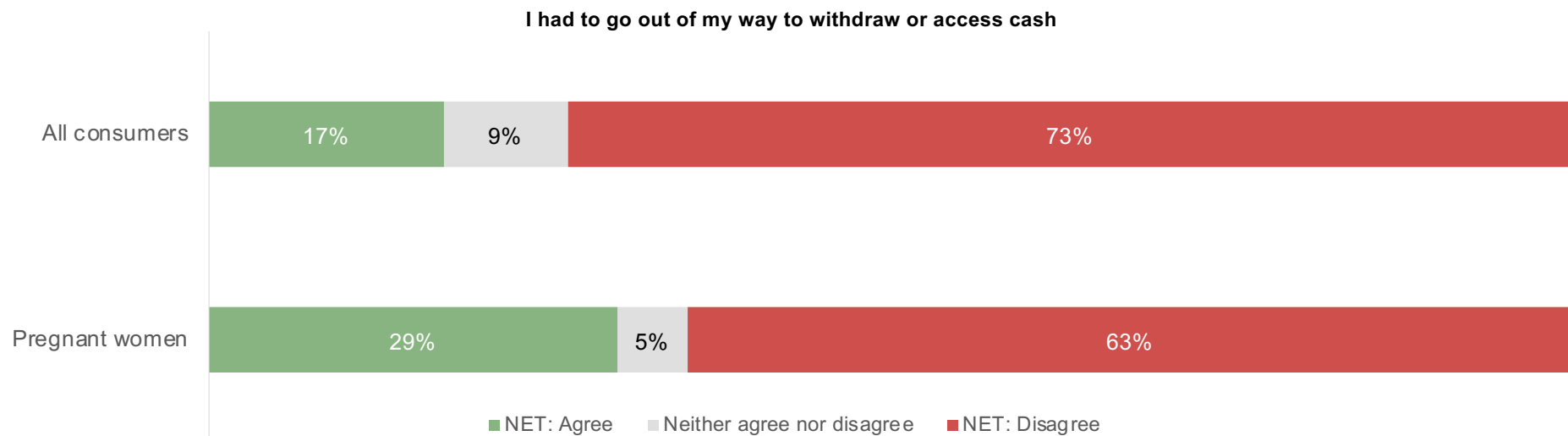


- White consumers are significantly more likely to disagree that they had to go out of their way to withdraw or access cash than BAME consumers

Travel to access cash – religion

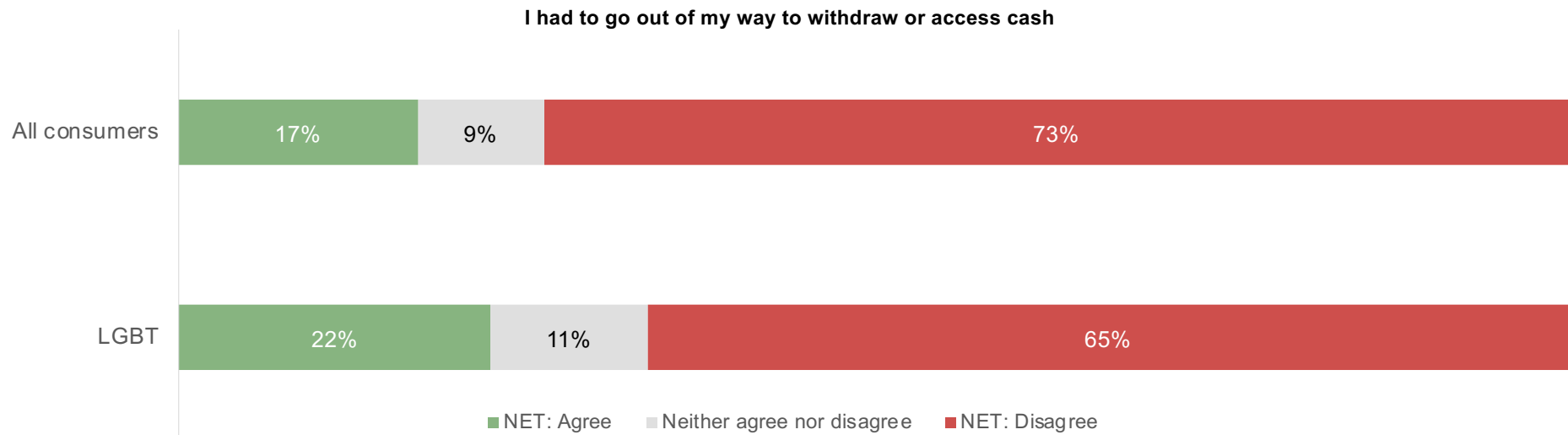


Travel to access cash – pregnant women

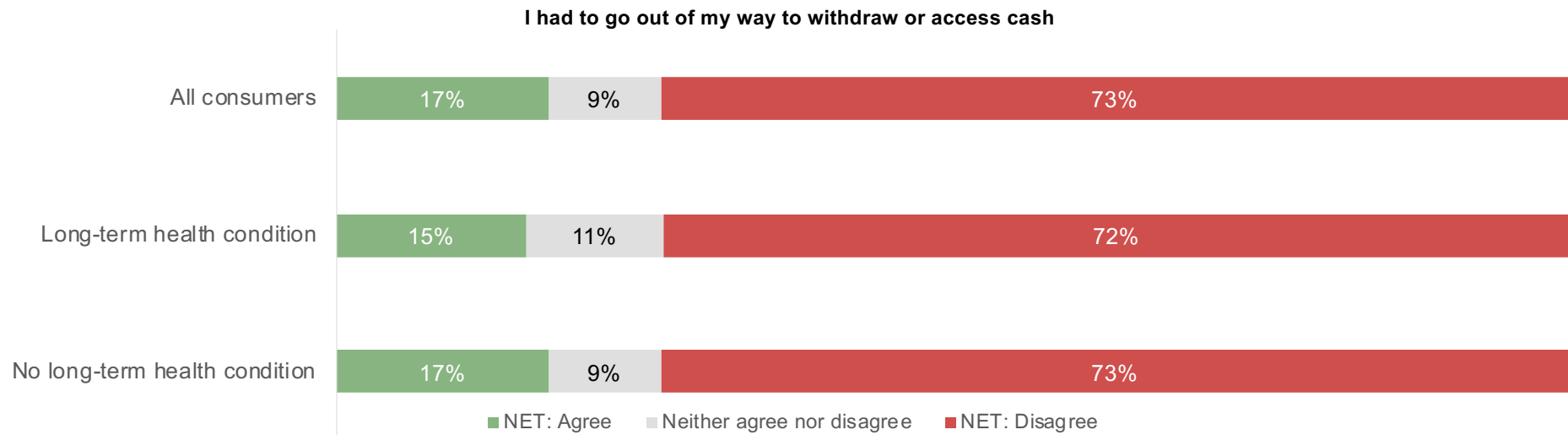


- Pregnant women are significantly more likely to agree and less likely to disagree that they had to go out of their way to withdraw or access cash than other consumers

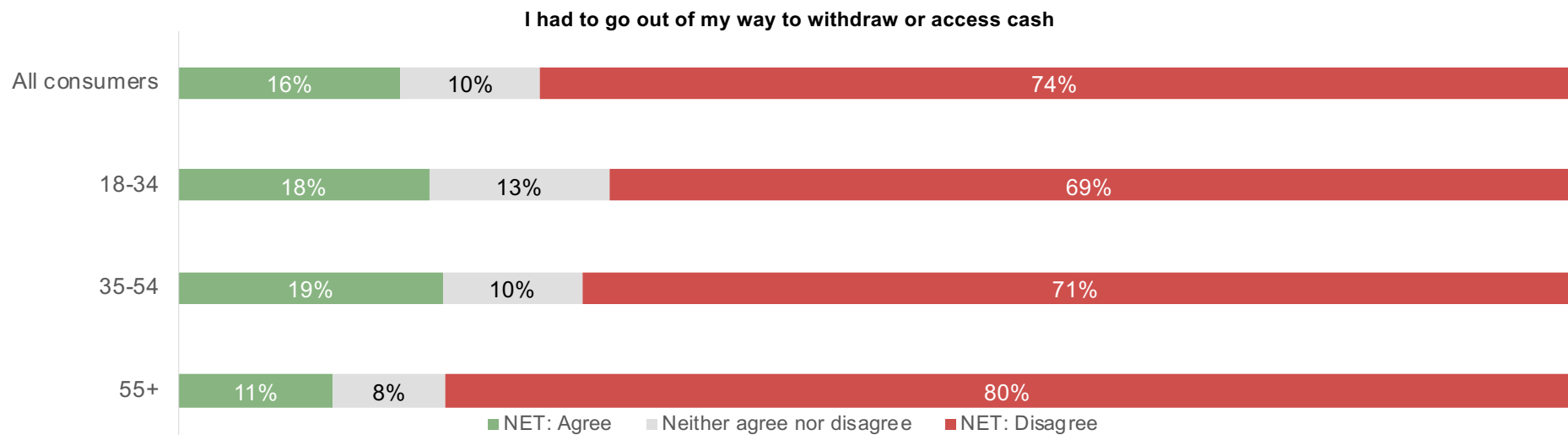
Travel to access cash – sexual identity and gender identity



Travel to access cash – health and disability

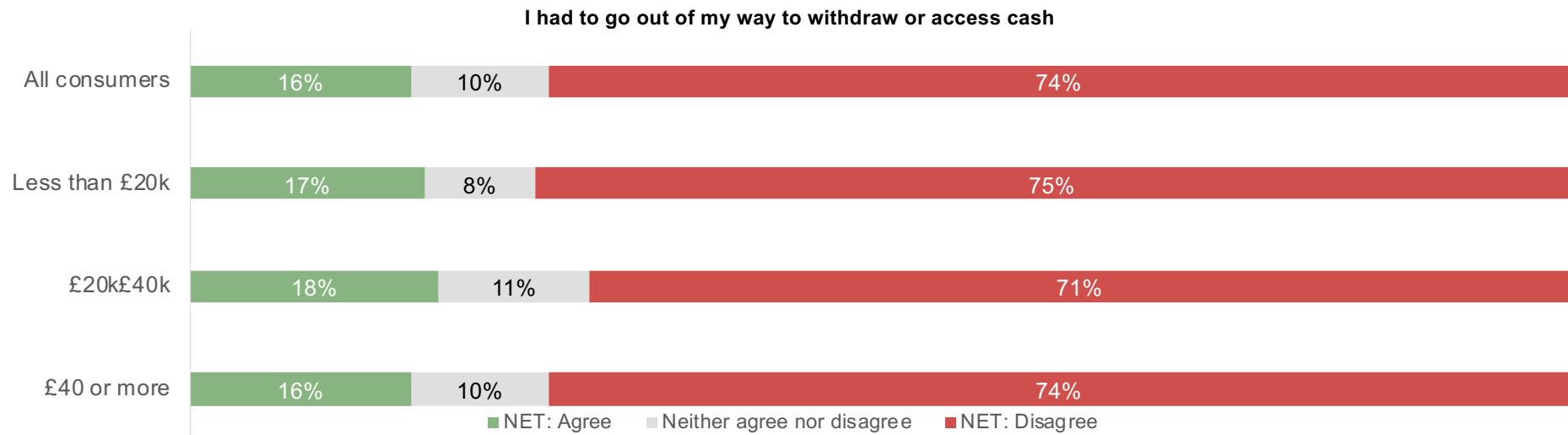


Travel to access cash – age

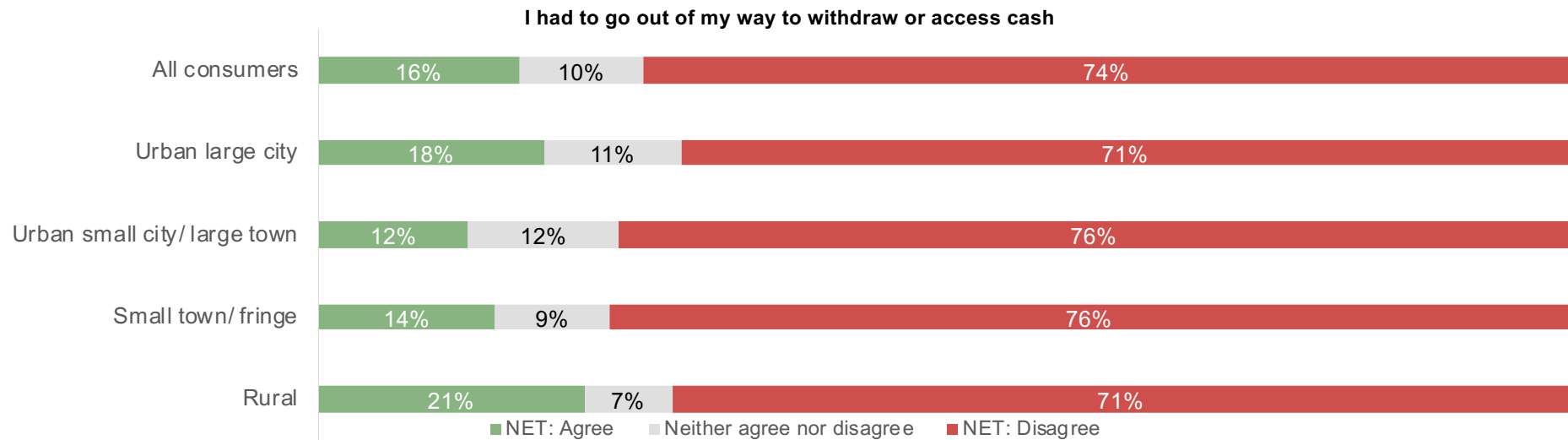


- Consumers aged 55+ are significantly more likely to disagree that they had to go out of their way to withdraw or access cash than those aged 35-54 and 18-34

Travel to access cash – annual income

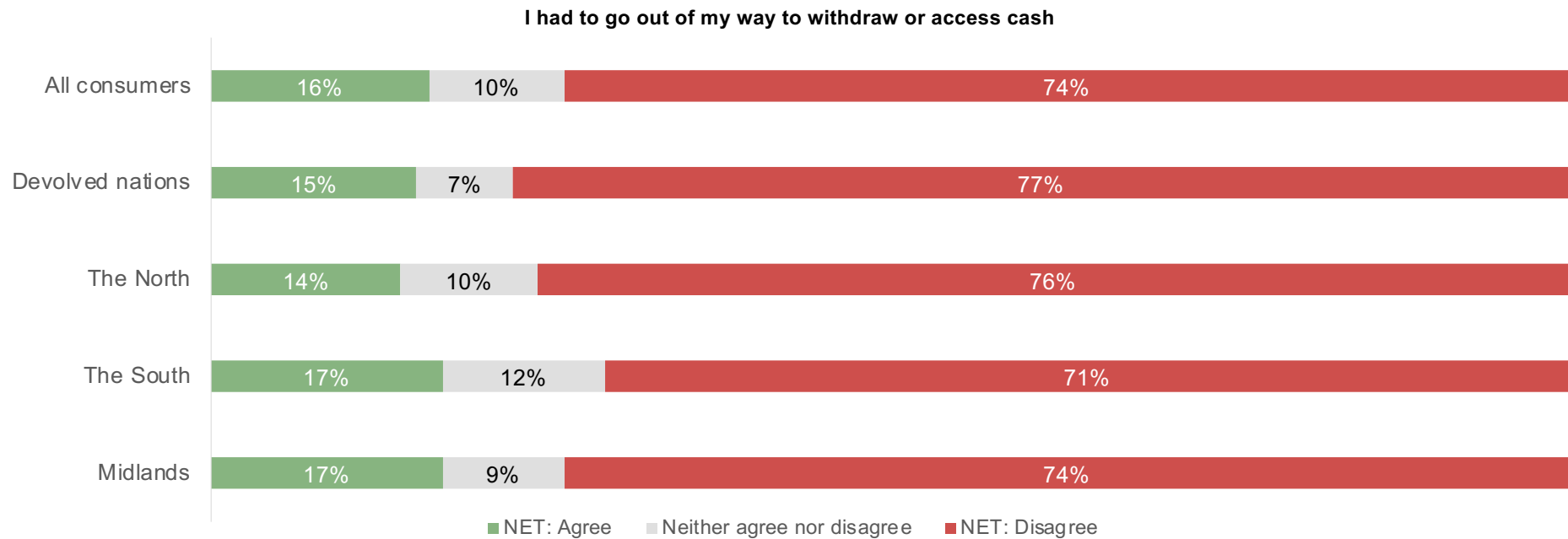


Travel to access cash – urban/rural

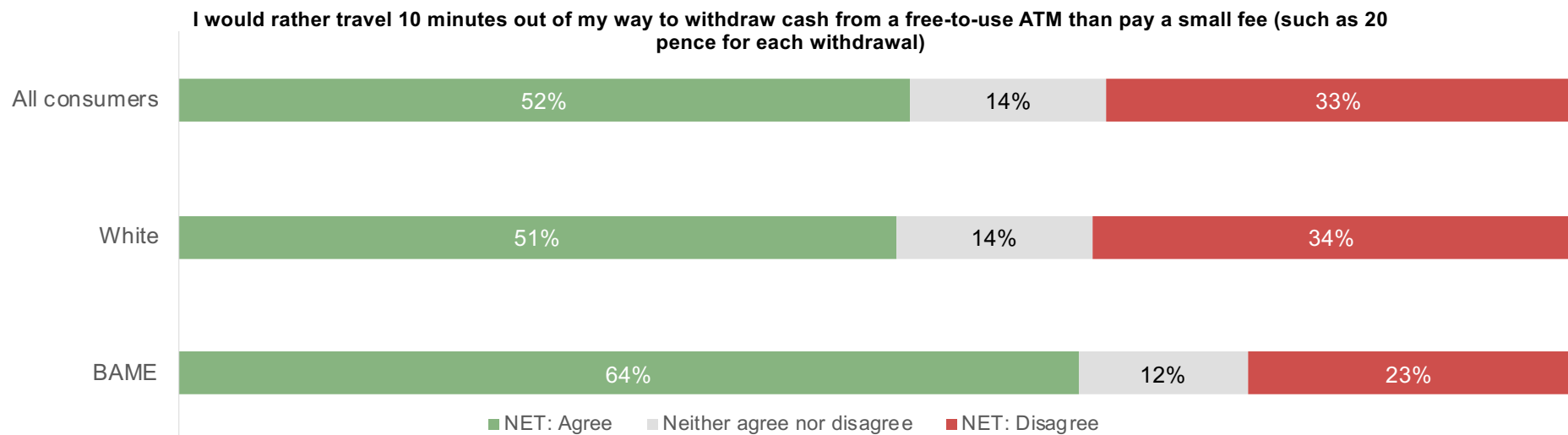


- Consumers in rural locations are significantly more likely to agree that they had to go out of their way to withdraw or access cash than those in urban small cities/large towns

Travel to access cash – devolved nations and regions

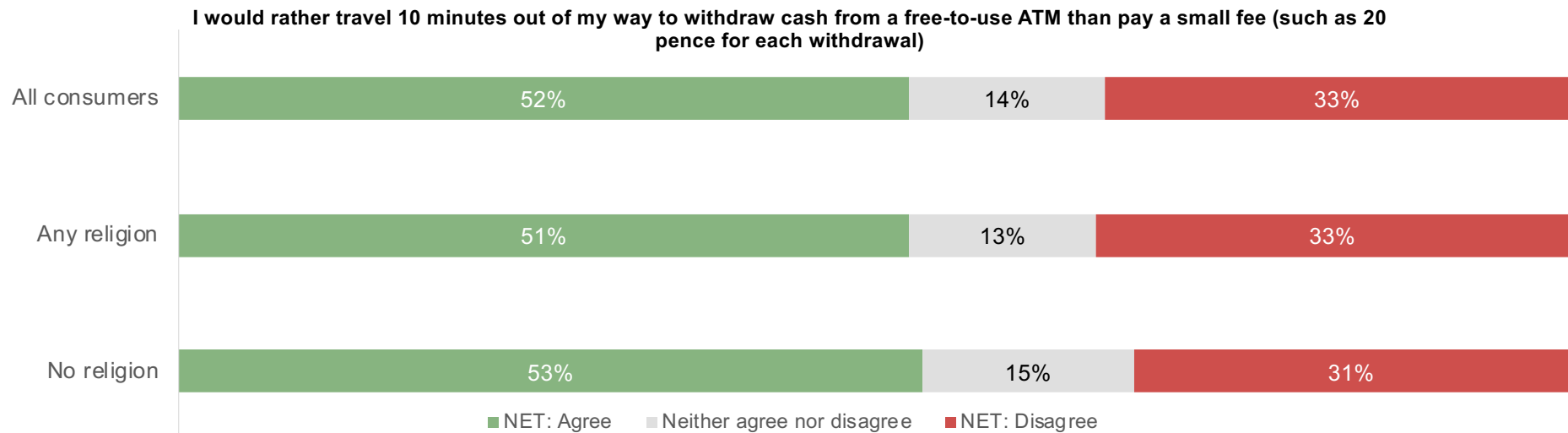


Attitudes to the future of cash – ethnicity

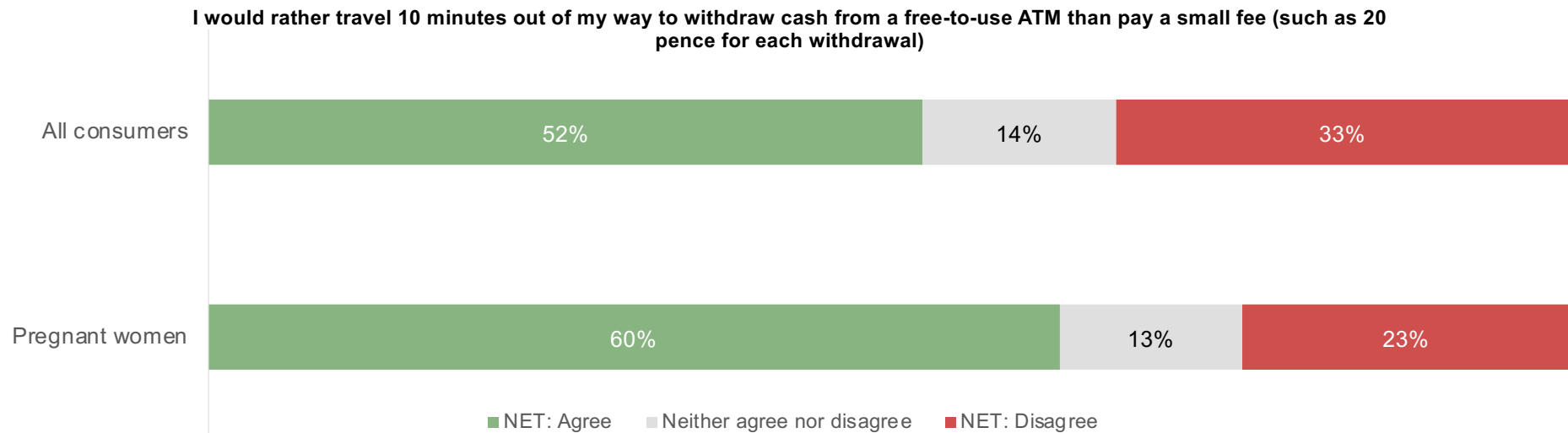


- BAME consumers are significantly more likely to agree with this statement than white consumers

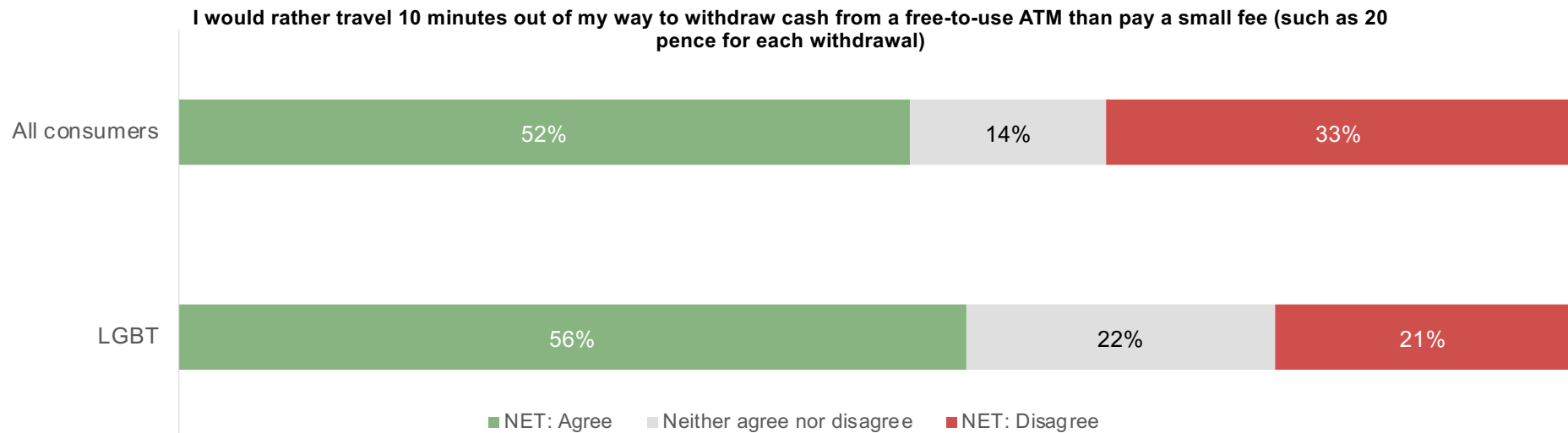
Attitudes to the future of cash – religion



Attitudes to the future of cash – pregnant women

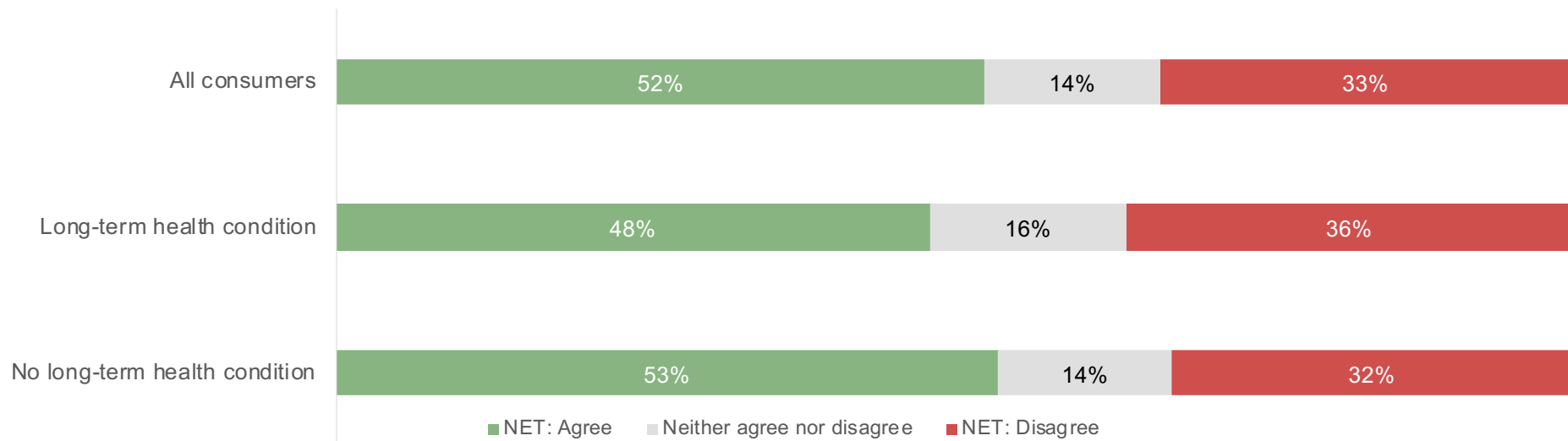


Attitudes to the future of cash – sexual identity and gender identity

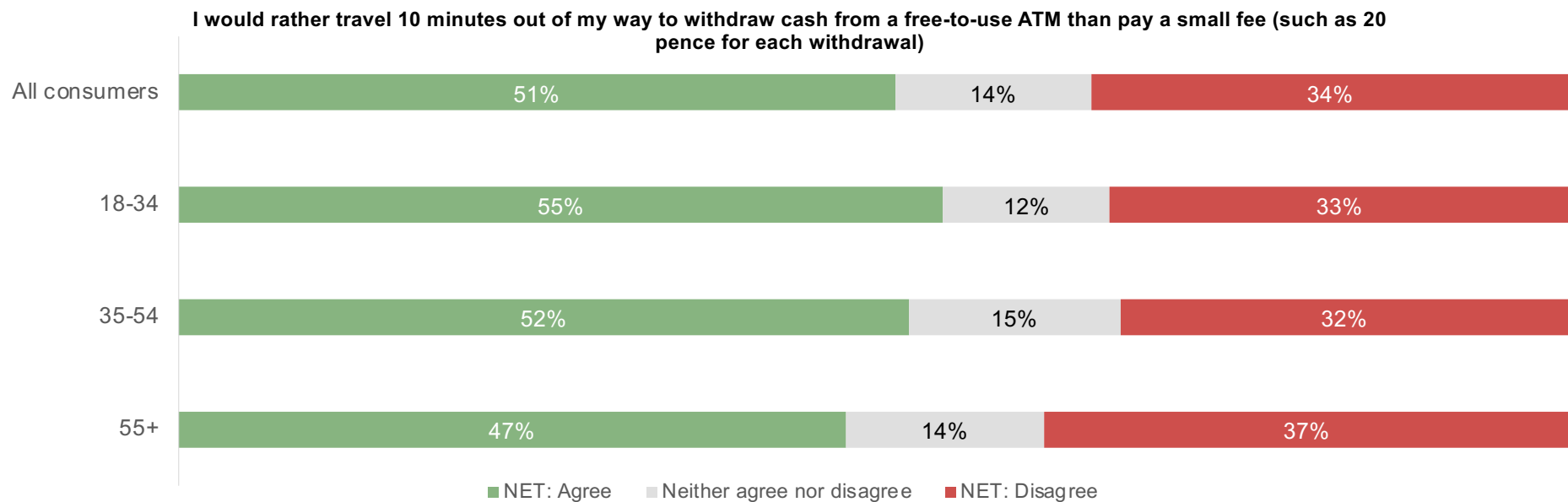


Attitudes to the future of cash – health and disability

I would rather travel 10 minutes out of my way to withdraw cash from a free-to-use ATM than pay a small fee (such as 20 pence for each withdrawal)

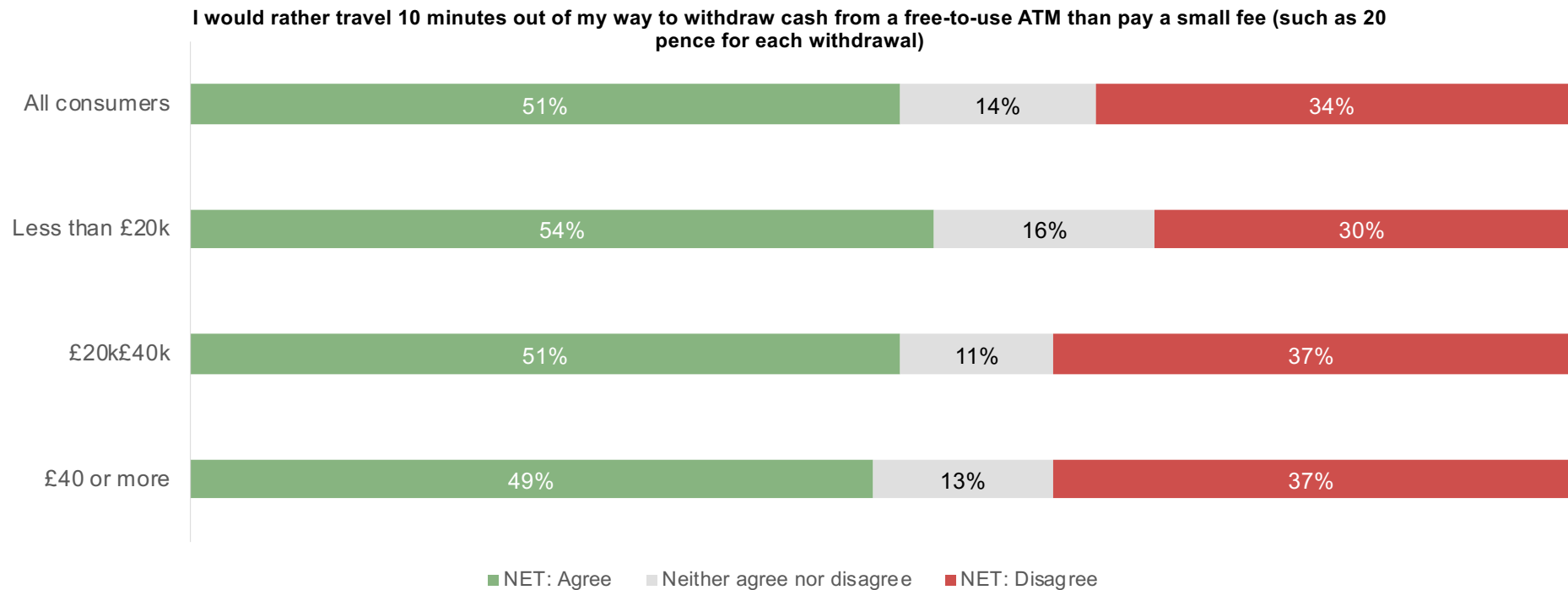


Attitudes to the future of cash – age

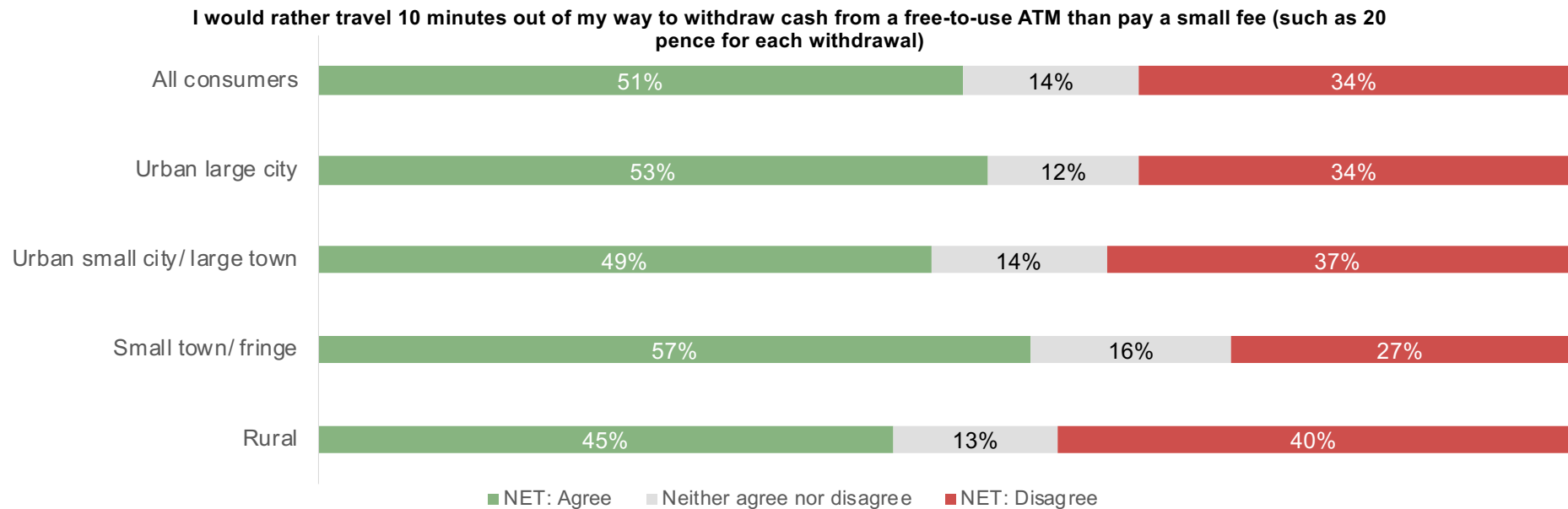


- Consumers aged 18-34 are significantly more likely to agree with the statement than those aged 55+

Attitudes to the future of cash – annual income

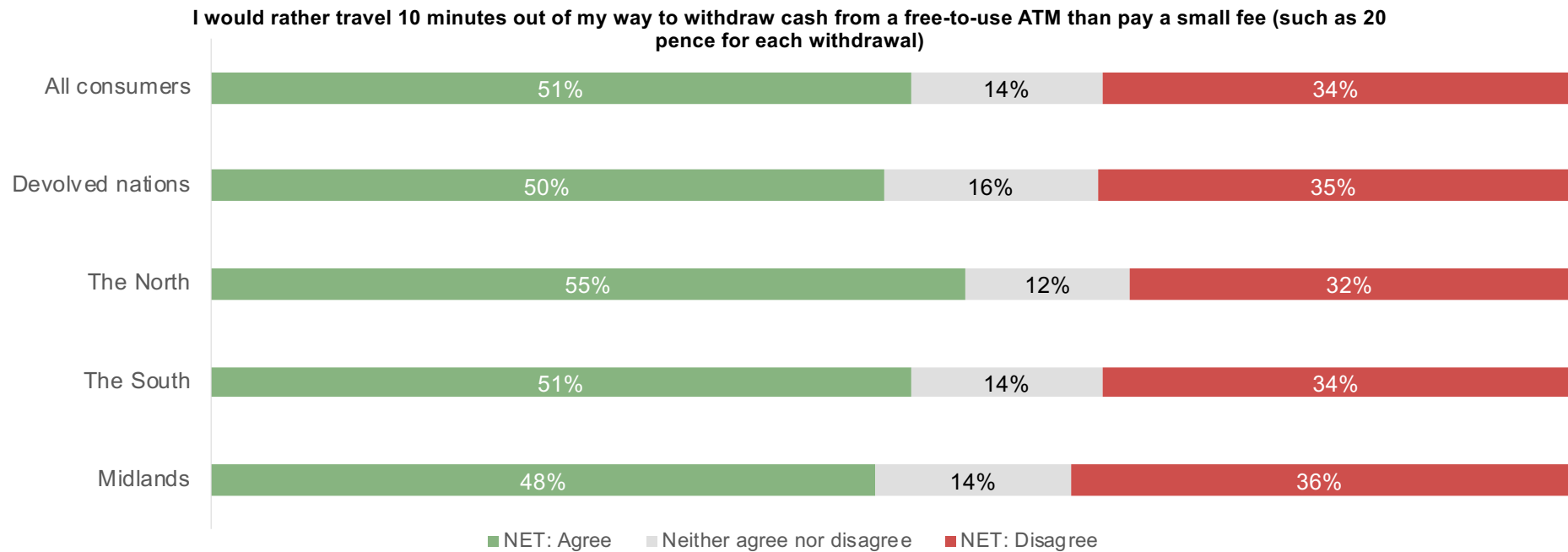


Attitudes to the future of cash – urban/rural



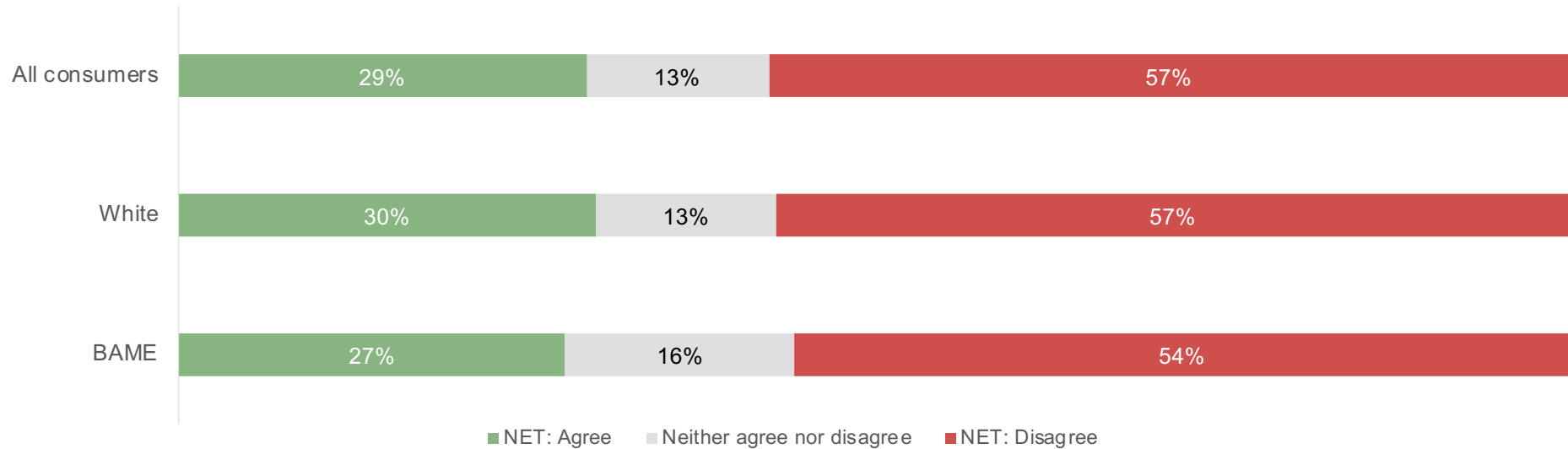
- Consumers in small towns and fringes are significantly more likely to agree with this statement than those in urban small cities/large towns and rural locations

Attitudes to the future of cash – devolved nations and regions

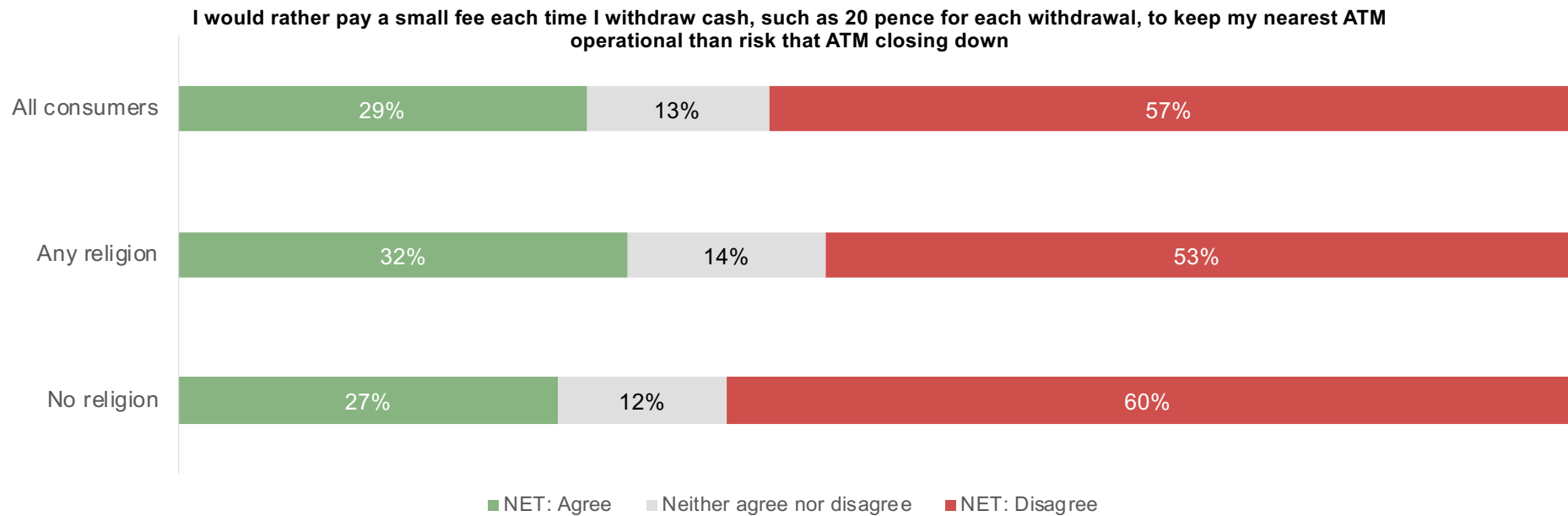


Attitudes to the future of cash – ethnicity

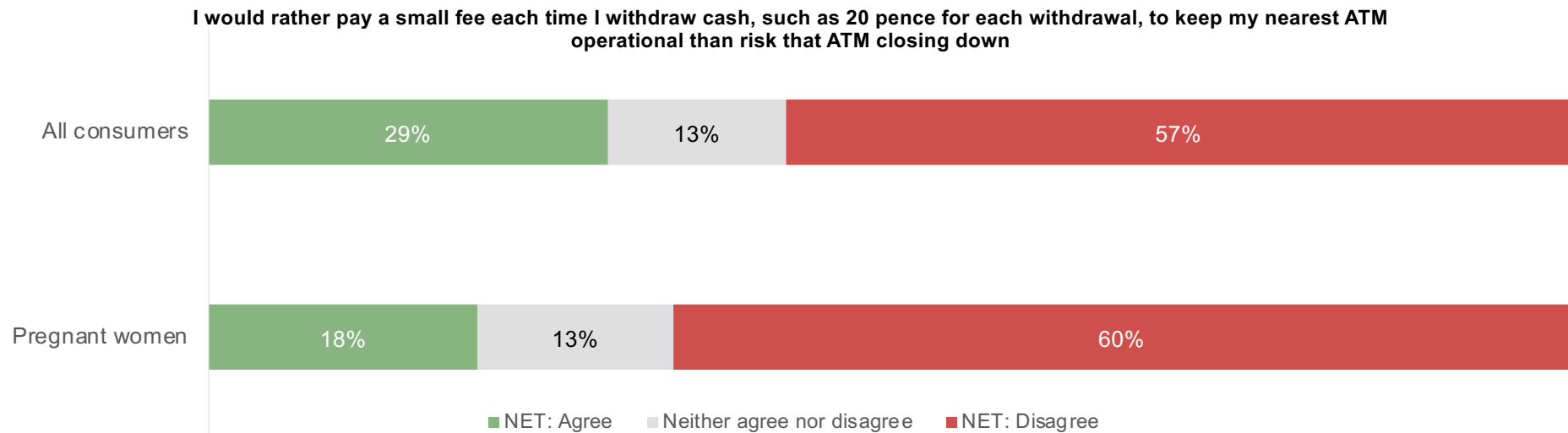
I would rather pay a small fee each time I withdraw cash, such as 20 pence for each withdrawal, to keep my nearest ATM operational than risk that ATM closing down



Attitudes to the future of cash – religion

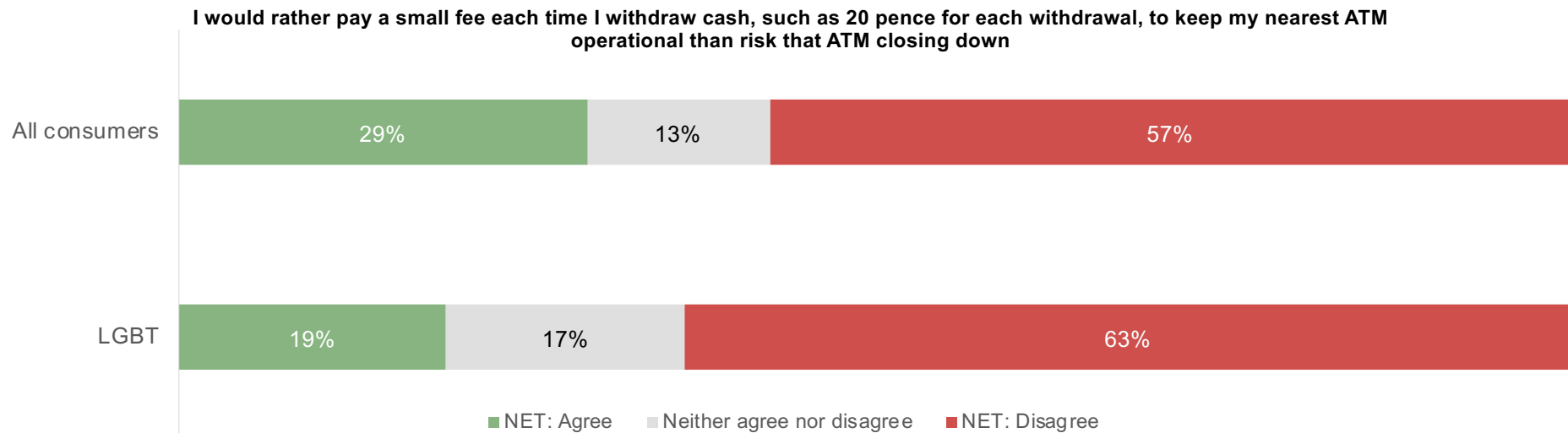


Attitudes to the future of cash – pregnant women

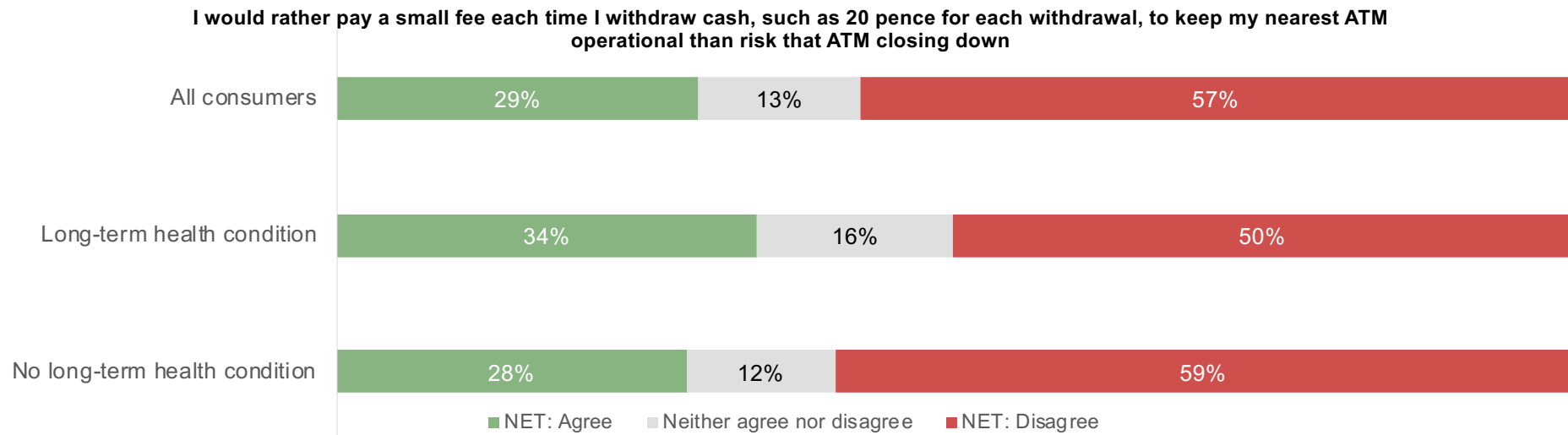


- Pregnant women are significantly more likely to disagree with the statement than other consumers

Attitudes to the future of cash – sexual identity and gender identity

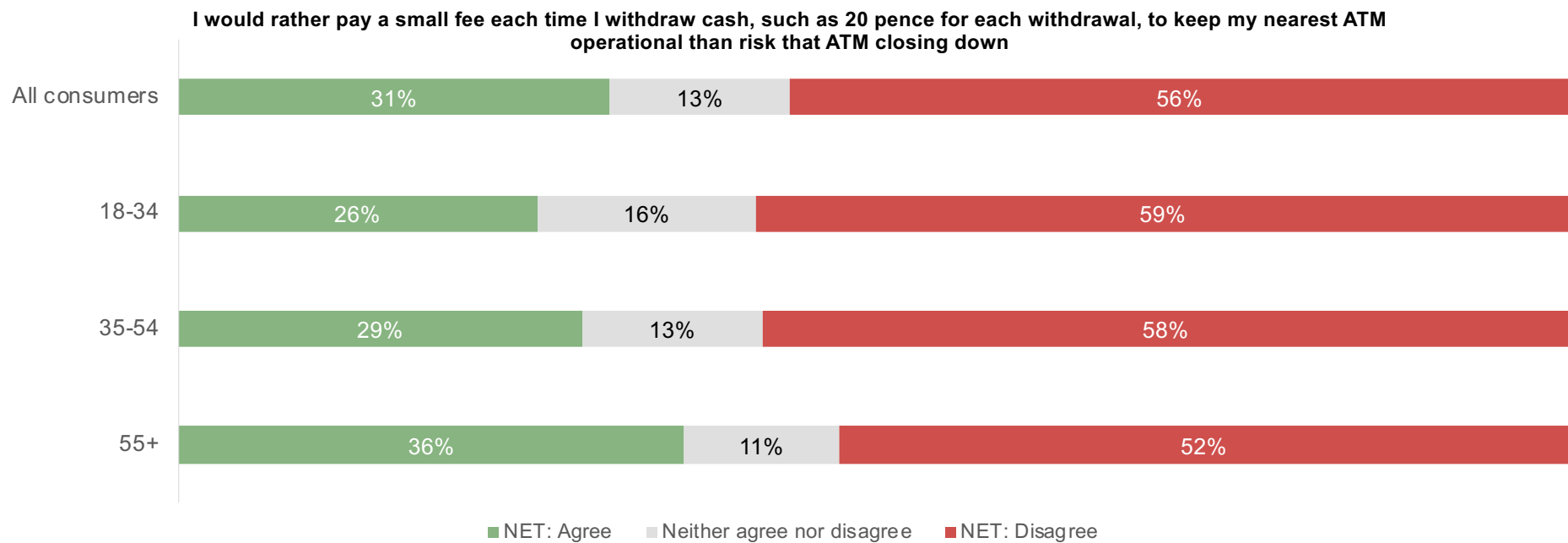


Attitudes to the future of cash – health and disability



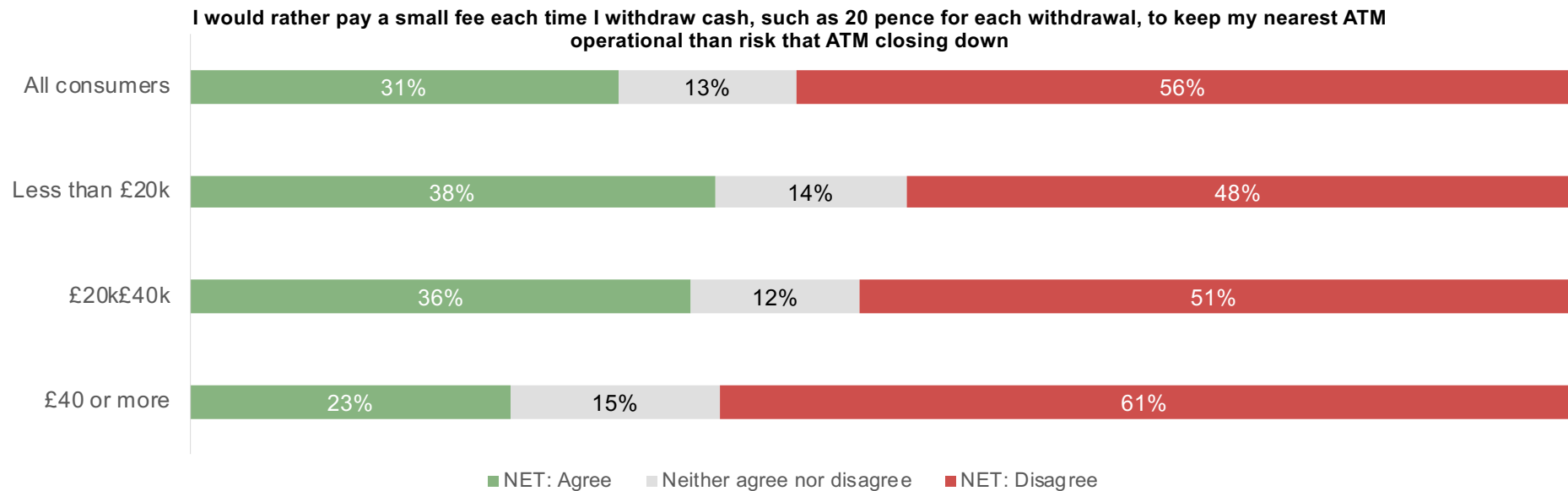
- Consumers with no long-term health condition are significantly more likely to disagree with this statement

Attitudes to the future of cash – age



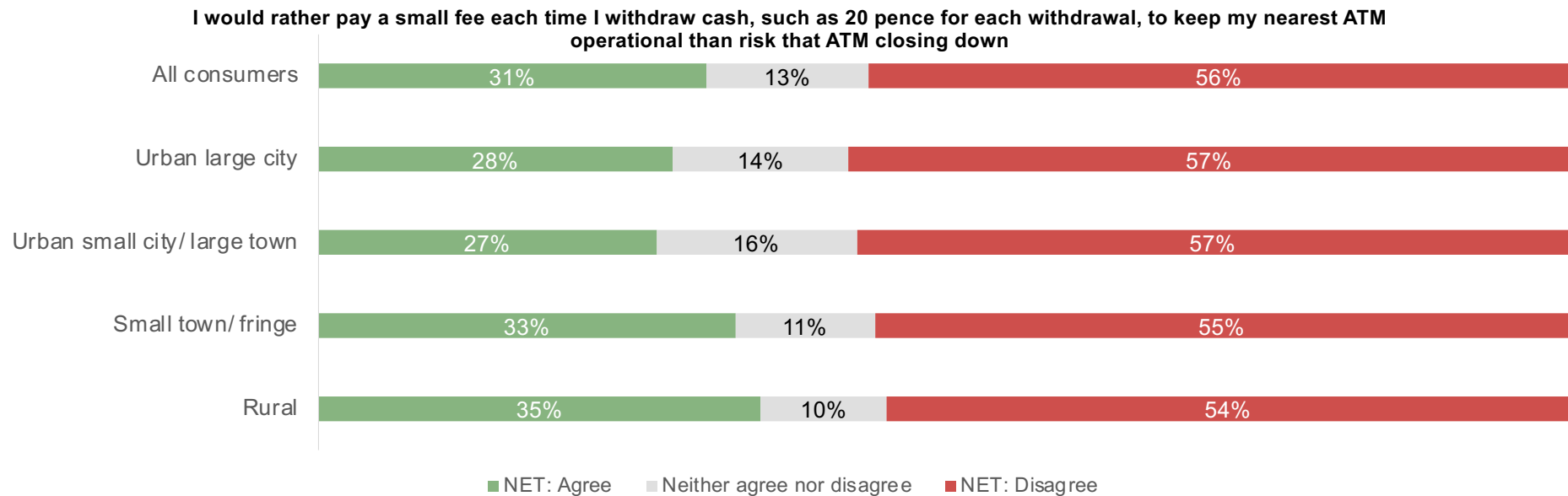
- Consumers aged 55+ are significantly more likely to agree with the statement than those aged 35-54 and 18-34

Attitudes to the future of cash – annual income



- Consumers earning £40k per annum are significantly more likely to disagree with the statement than those earning £20k-£40k and less than £20k

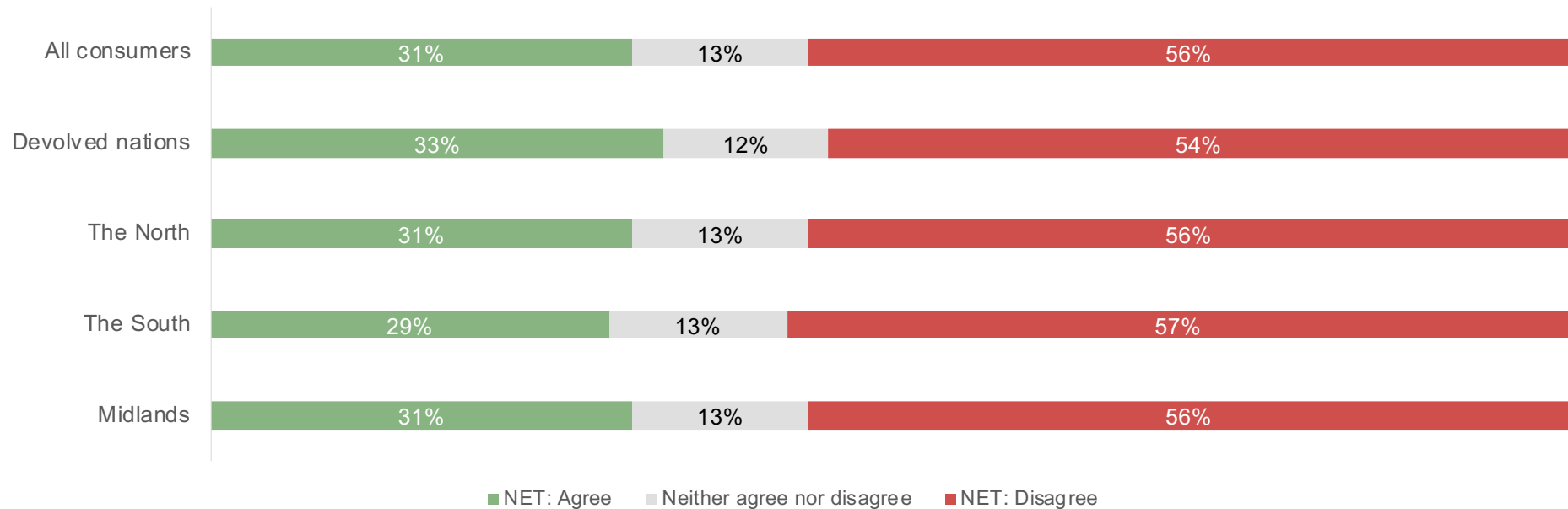
Attitudes to the future of cash – urban/rural



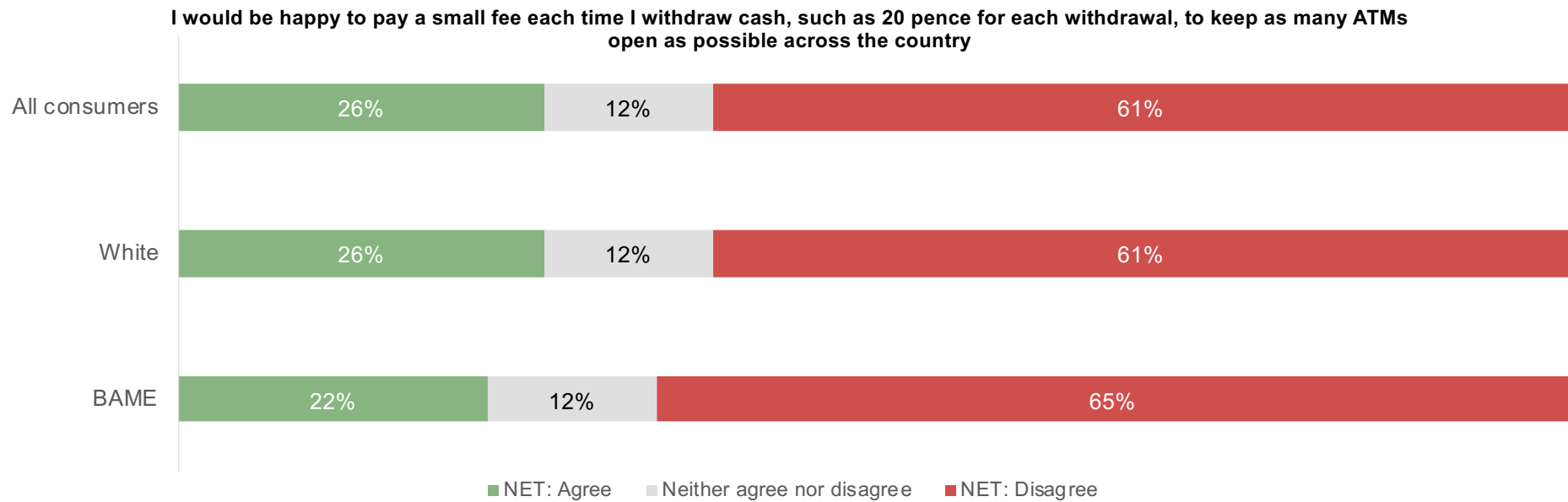
- Consumers in rural locations are significantly more likely to agree with this statement than those in urban small cities/ large towns

Attitudes to the future of cash – devolved nations and regions

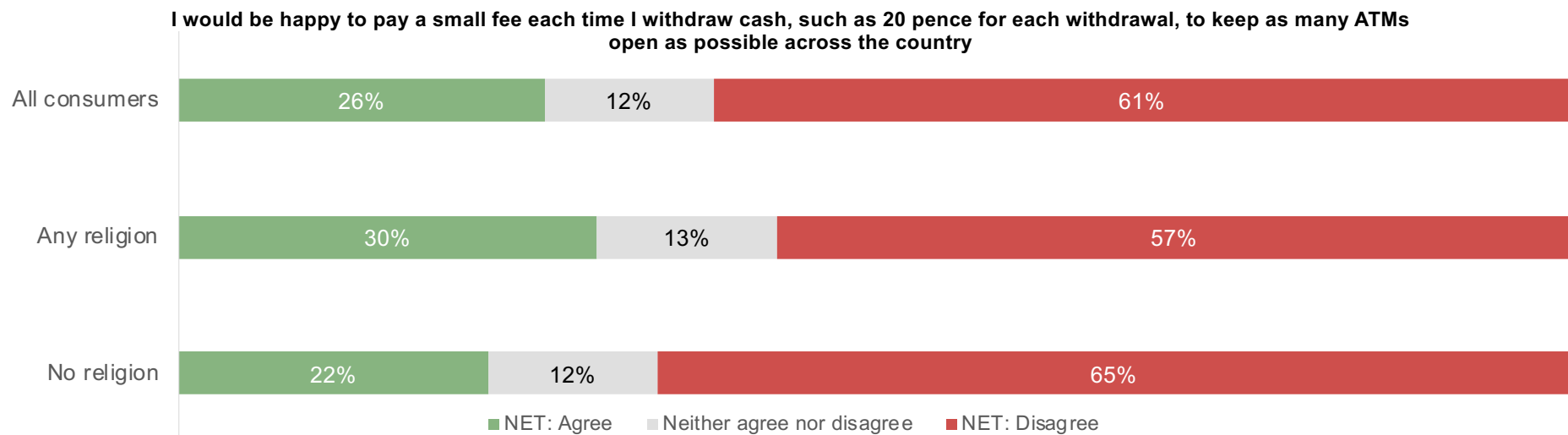
I would rather pay a small fee each time I withdraw cash, such as 20 pence for each withdrawal, to keep my nearest ATM operational than risk that ATM closing down



Attitudes to the future of cash – ethnicity

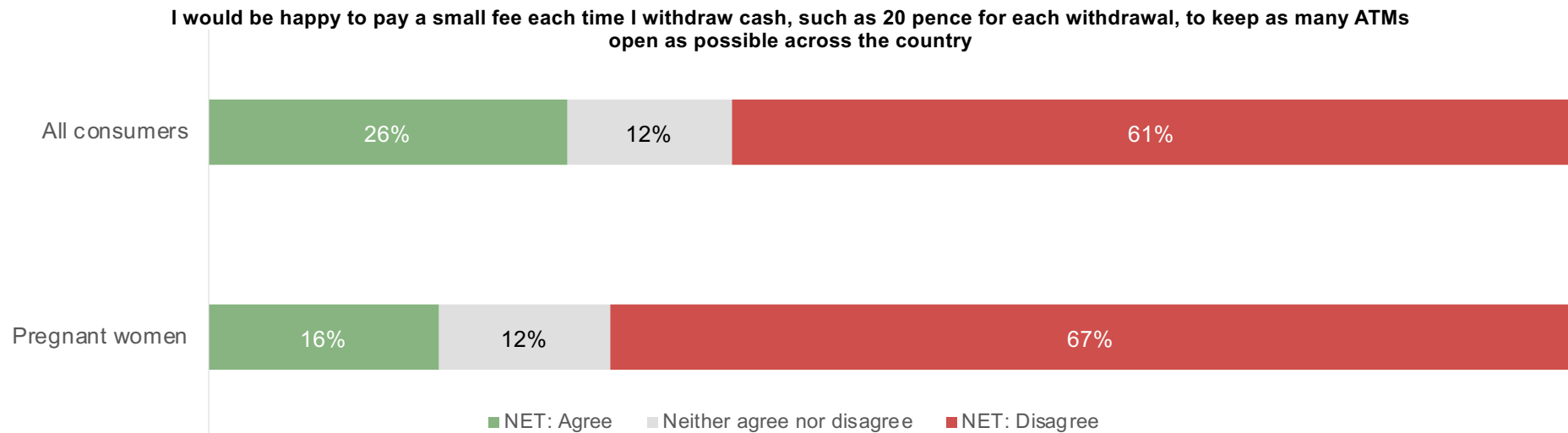


Attitudes to the future of cash – religion



- Religious consumers are significantly more likely to agree with the statement than non-religious consumers

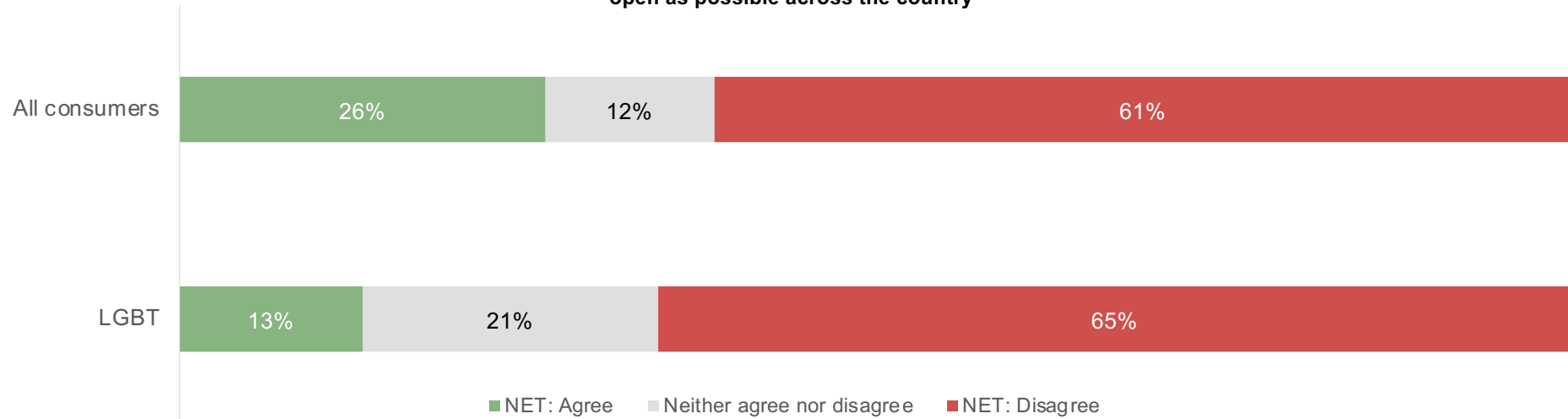
Attitudes to the future of cash – pregnant women



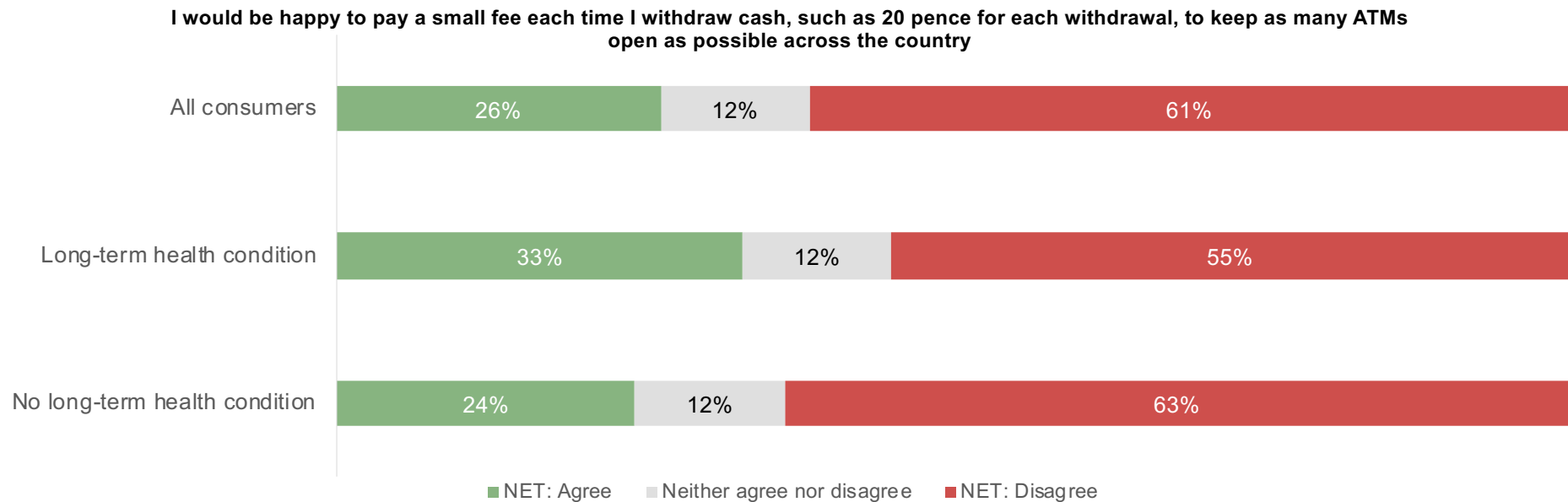
- Pregnant women are significantly less likely to agree with the statement than other consumers

Attitudes to the future of cash – sexual identity and gender identity

I would be happy to pay a small fee each time I withdraw cash, such as 20 pence for each withdrawal, to keep as many ATMs open as possible across the country

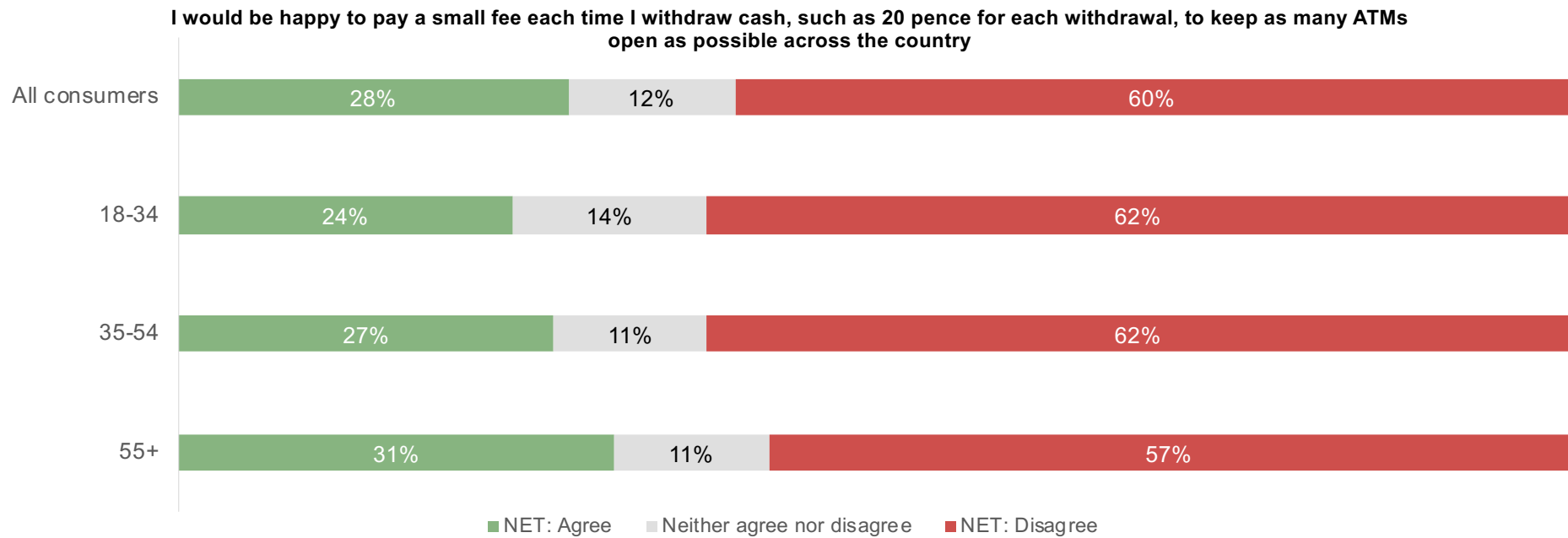


Attitudes to the future of cash – health and disability

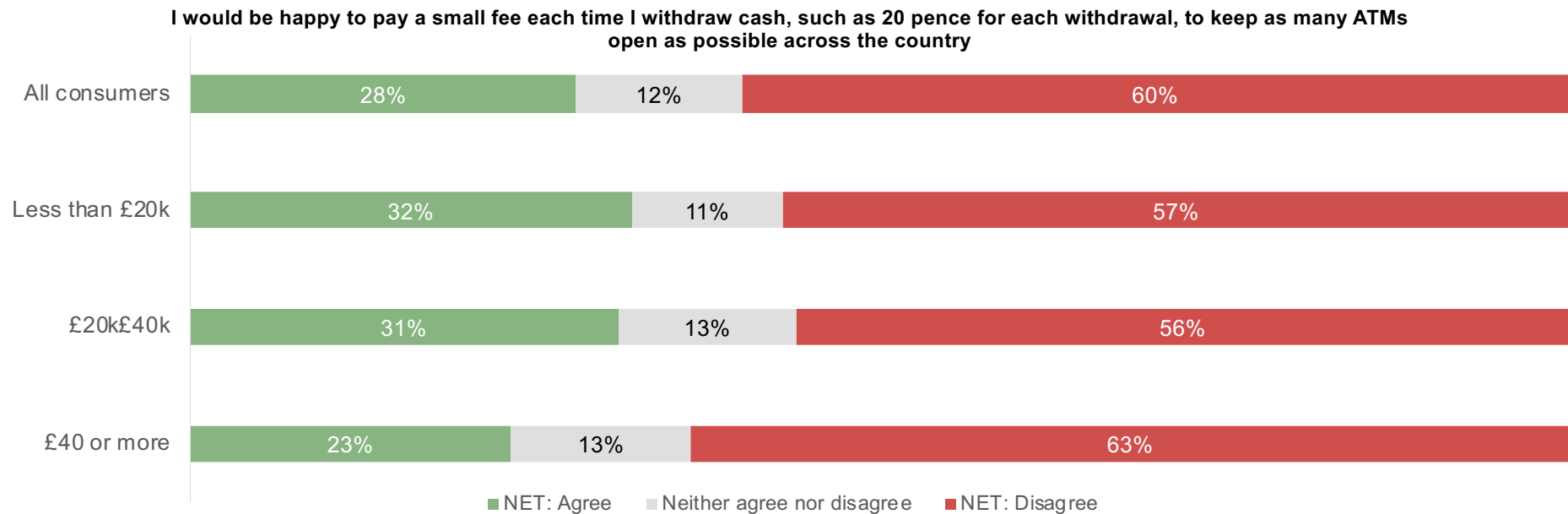


- Consumers with a long-term health condition are significantly more likely to agree with this statement

Attitudes to the future of cash – age

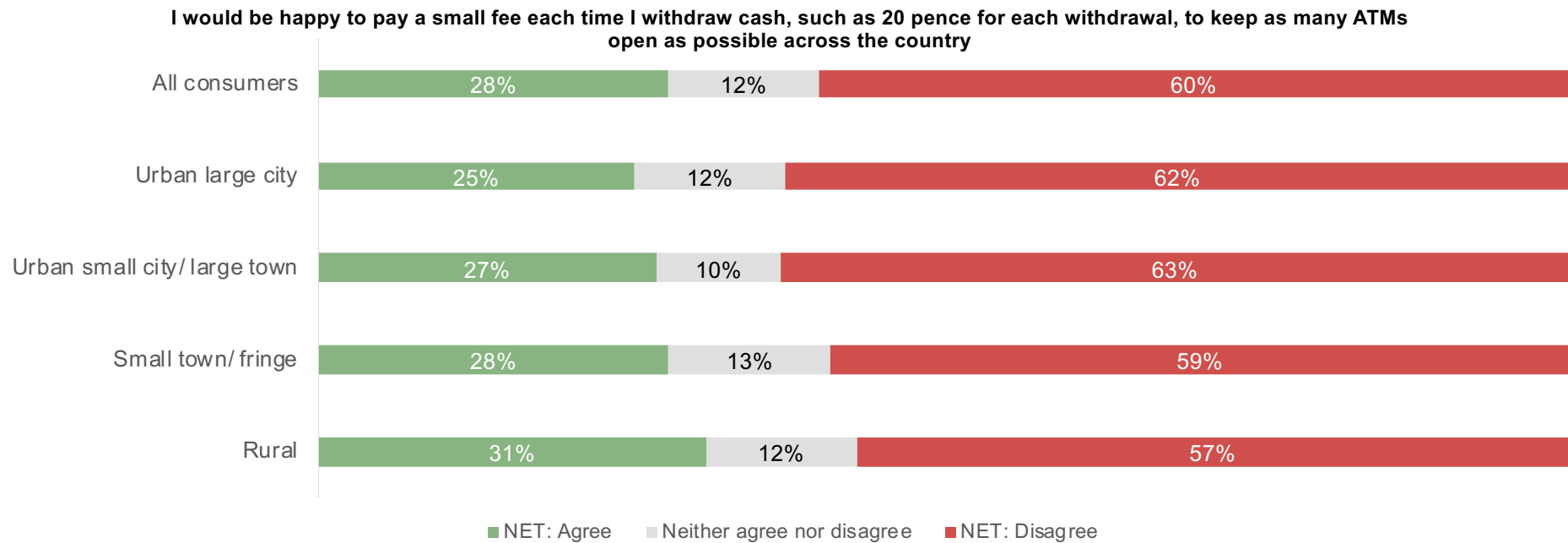


Attitudes to the future of cash – annual income



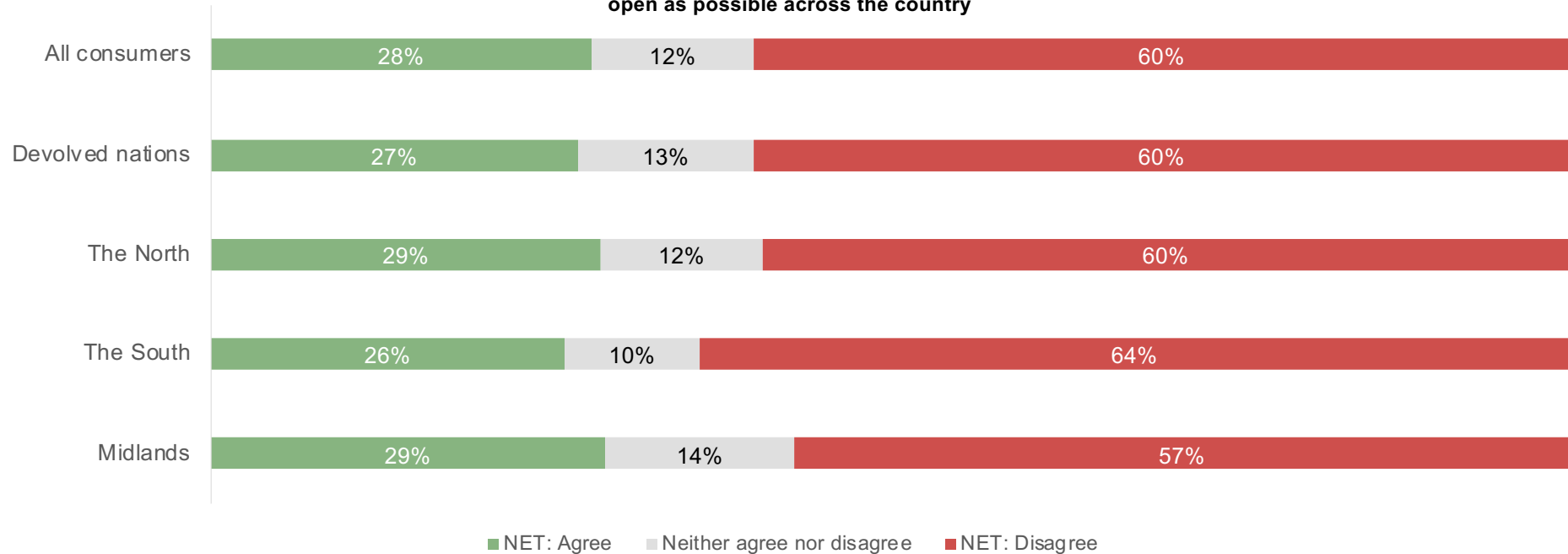
- Consumers earning £40k per annum are significantly less likely to agree with the statement than those earning £20k-£40k and less than £20k

Attitudes to the future of cash – urban/rural



Attitudes to the future of cash – devolved nations and regions

I would be happy to pay a small fee each time I withdraw cash, such as 20 pence for each withdrawal, to keep as many ATMs open as possible across the country



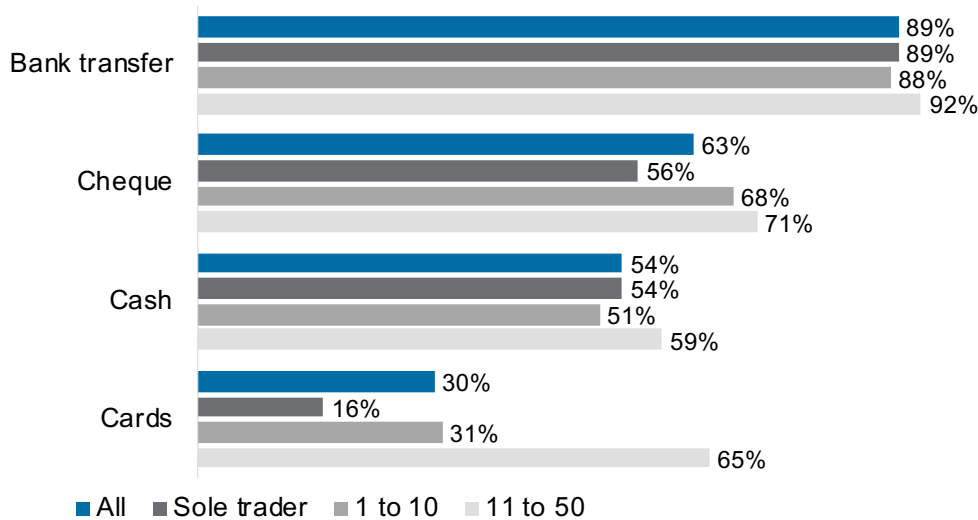
2

Small businesses

- Key questions by size of business, average annual turnover and type of customer

Payment methods accepted – size of business

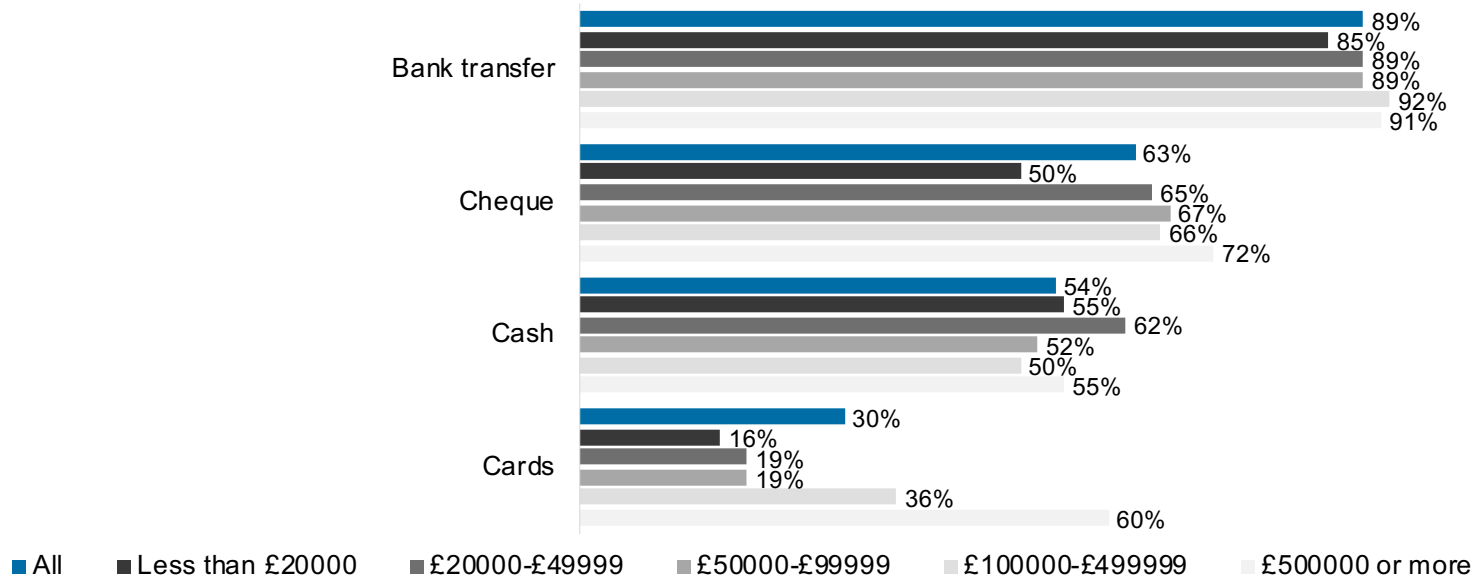
Showing percentage of business that accept each payment method



- Sole traders are significantly less likely to accept cheque than small businesses with 1-10 or 11-50 employees
- Small businesses with 11-50 employees are more likely to accept card than sole traders or small businesses with 1-10 employees

Payment methods accepted – average annual turnover

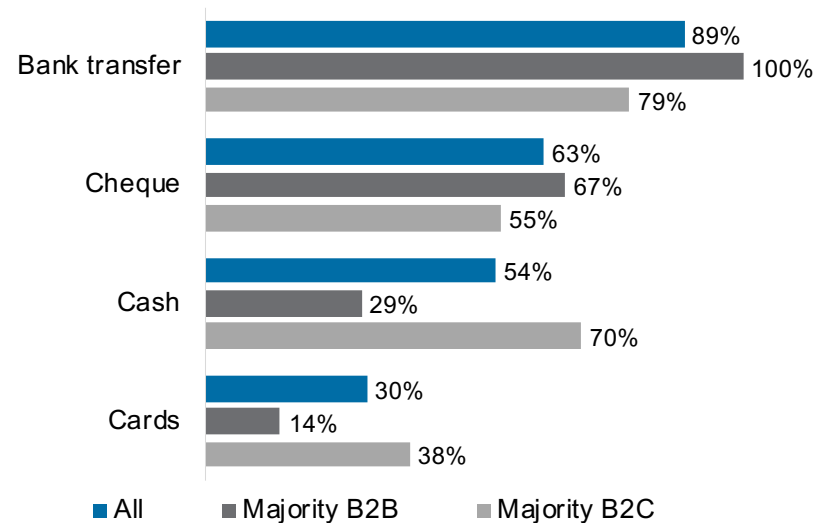
Showing percentage of business that accept each payment method



- Small businesses with a higher average turnover are significantly more likely to accept cheque than small businesses with an average turnover of less than £20,000
- Small businesses with a higher average turnover are significantly more likely to accept card than small businesses with an average turnover of less than £100,000

Payment methods accepted – type of customer

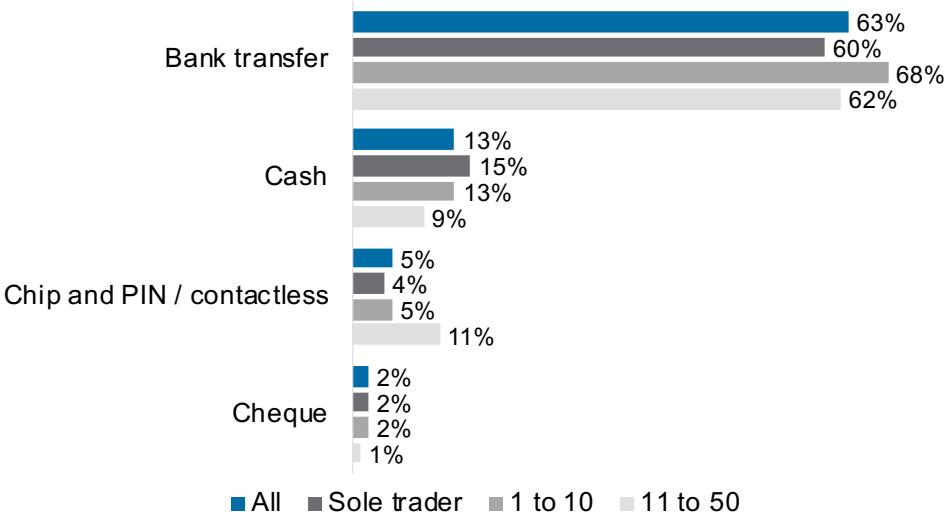
Showing percentage of business that accept each payment method



- Small businesses with majority B2C customers are significantly more likely to accept cash and card and less likely to accept bank transfer and cheque than those with majority B2B customers

Preferred payment methods – size of business

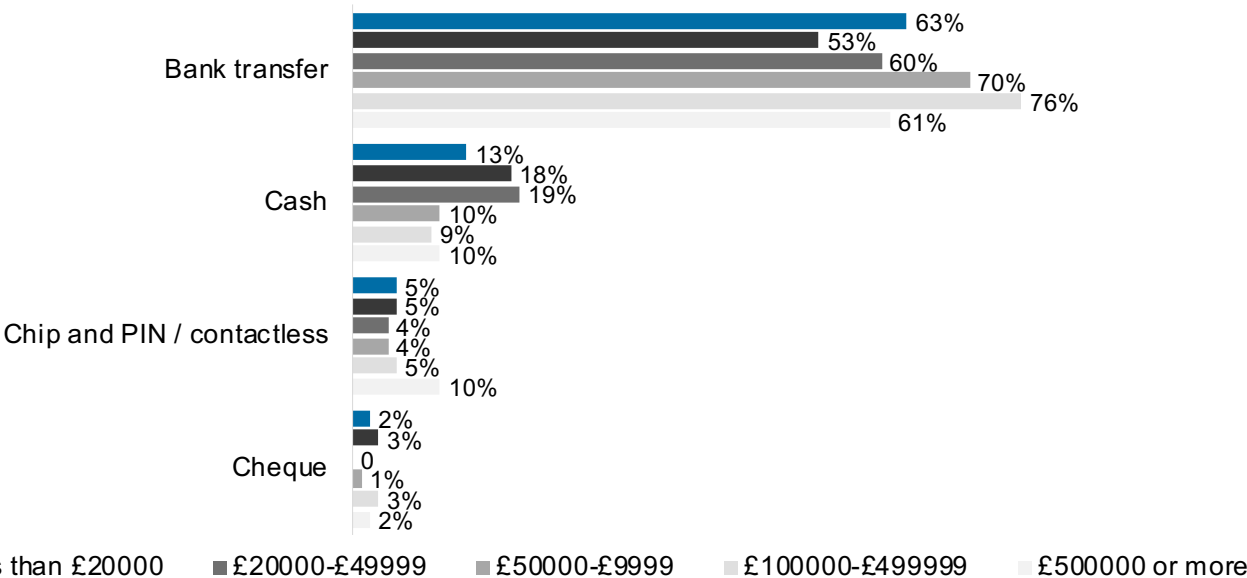
Showing percentage of business that prefer each payment method



- Small businesses with 11-50 employees are significantly more likely to prefer card than sole traders or small businesses with 1-10 employees

Preferred payment methods– average annual turnover

Showing percentage of business that prefer each payment method

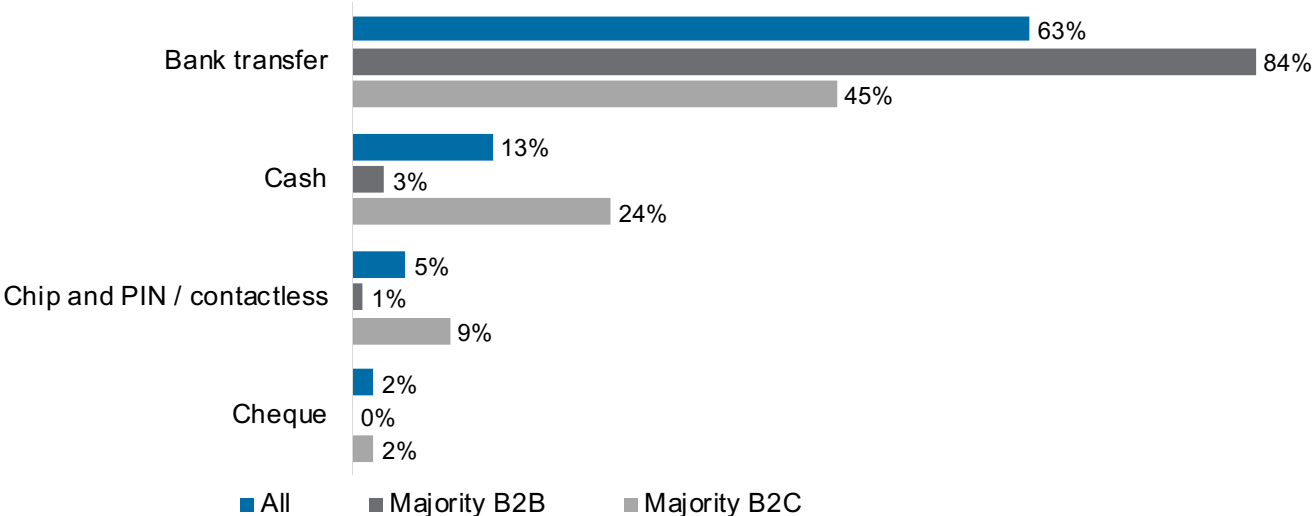


- Small businesses with a lower average turnover are significantly more likely to prefer cash than small businesses with an average turnover of more than £50,000
- Small businesses with an average turnover of £100,000-£500,000 are significantly more likely to prefer bank transfer than small businesses with a lower average turnover

Q4. If you were free to choose how your business receives payments, which methods would you prefer to use? Base: (All = 542, Less than £20,000 = 131, £20,000-£49,999 = 99, £50,000-£99,999 = 79, £100,000-£499,999 = 115, £500,000 or more = 105)

Preferred payment methods – type of customer

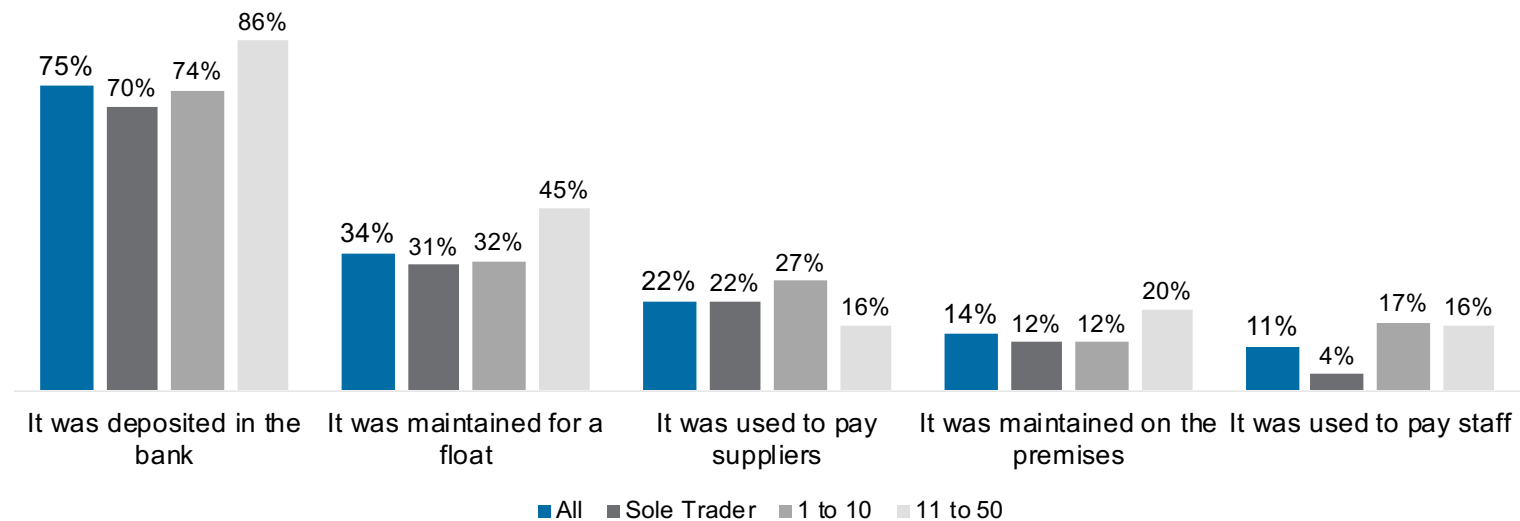
Showing percentage of business that prefer each payment method



- Small businesses with majority B2C customers are significantly more likely to prefer cash and card and less likely to prefer bank transfer than those with majority B2B customers

Ways of processing cash – size of business

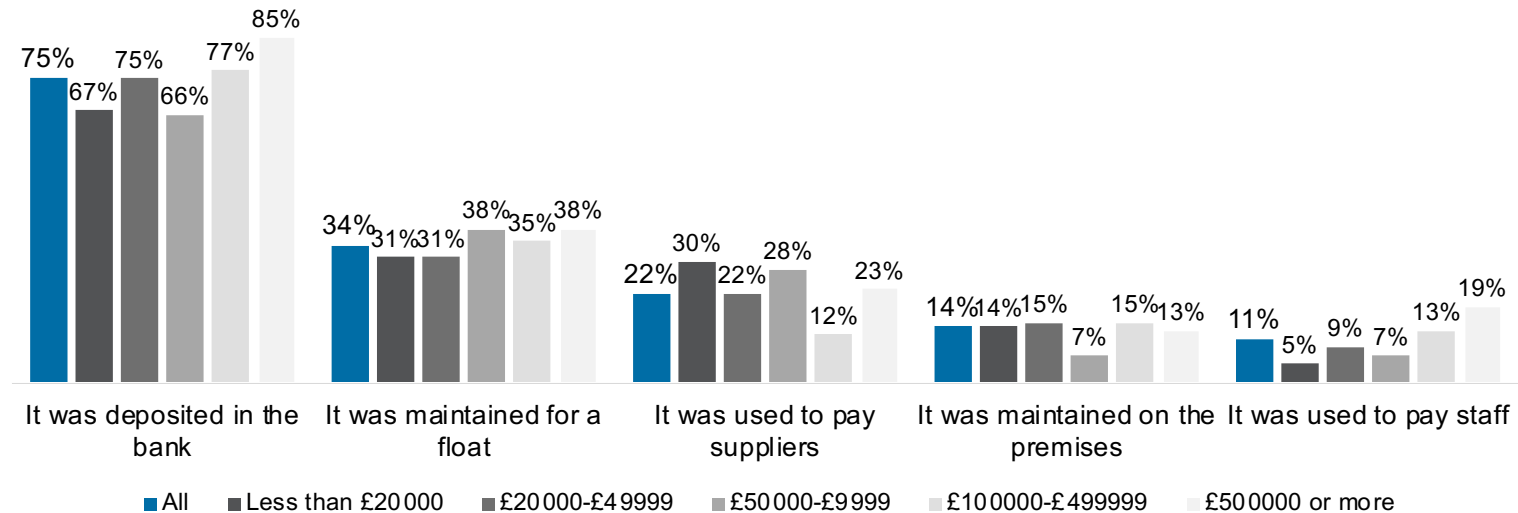
Showing percentage of business that process cash payments in each way



- Small businesses with 11-50 employees are significantly more likely to have deposited cash or used it to pay staff than sole traders

Ways of processing cash – average annual turnover

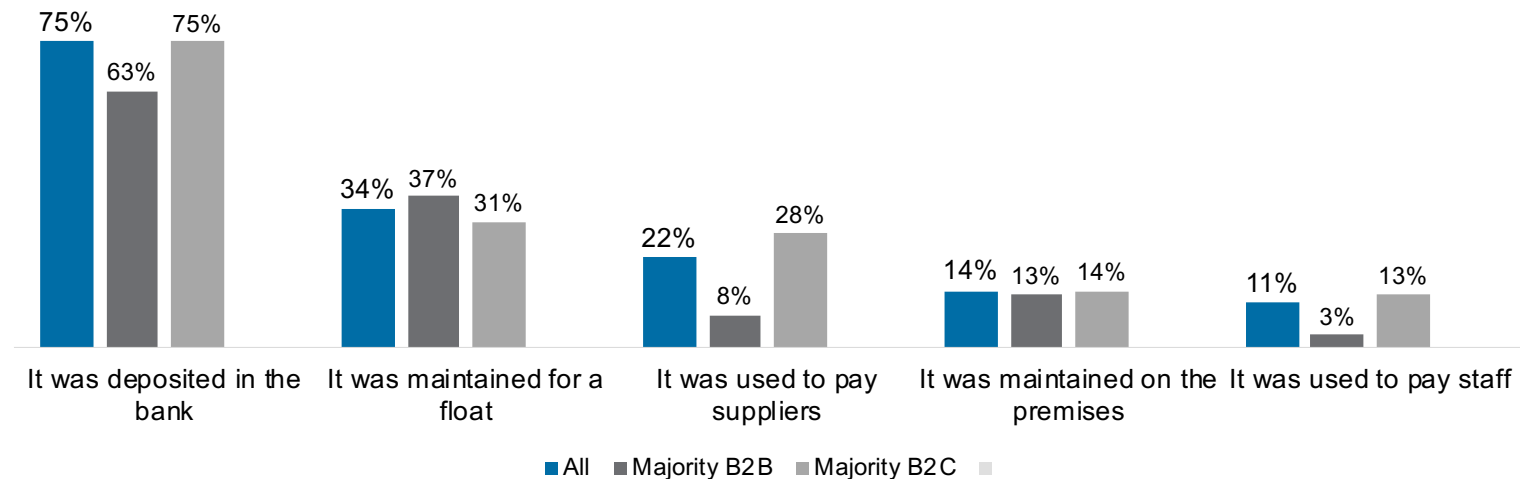
Showing percentage of business that process cash payments in each way



- Small businesses with an average turnover of more than £500,000 or more are significantly more likely to have deposited cash or used it to pay staff than those with an average turnover of less than £20,000
- Small businesses with an average turnover of less than £20,000 are significantly more likely to have used cash to pay suppliers than those with a higher average turnover

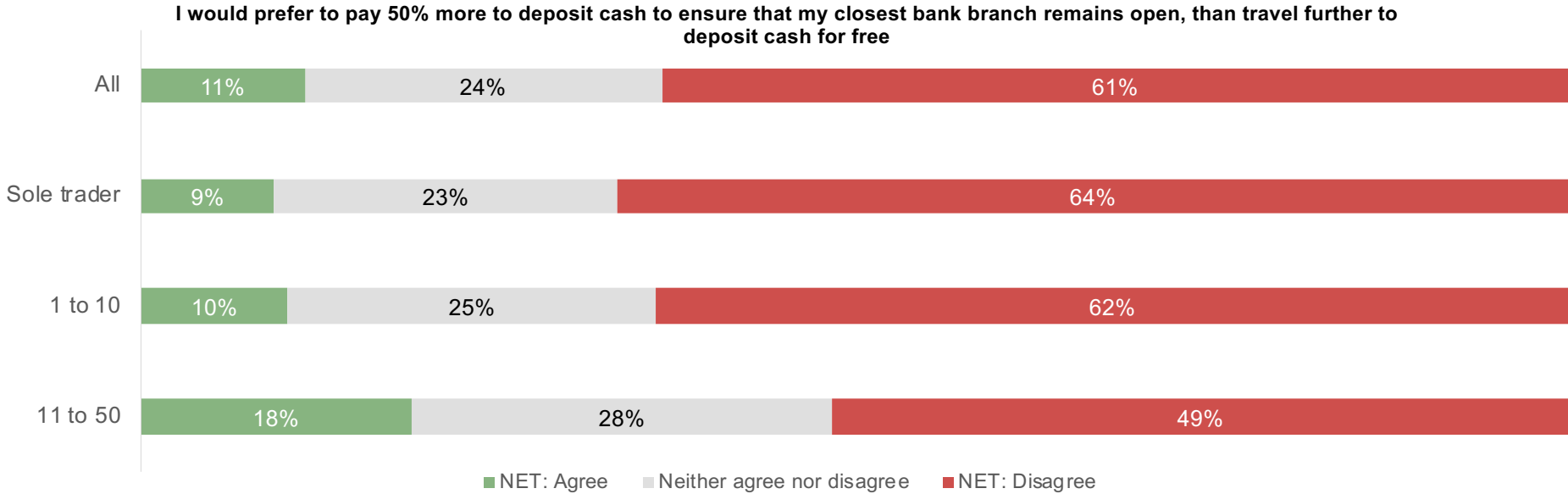
Ways of processing cash– type of customer

Showing percentage of business that process cash payments in each way



- Small businesses with majority B2C customers are significantly more likely to have used cash to pay suppliers than those with majority B2B customers

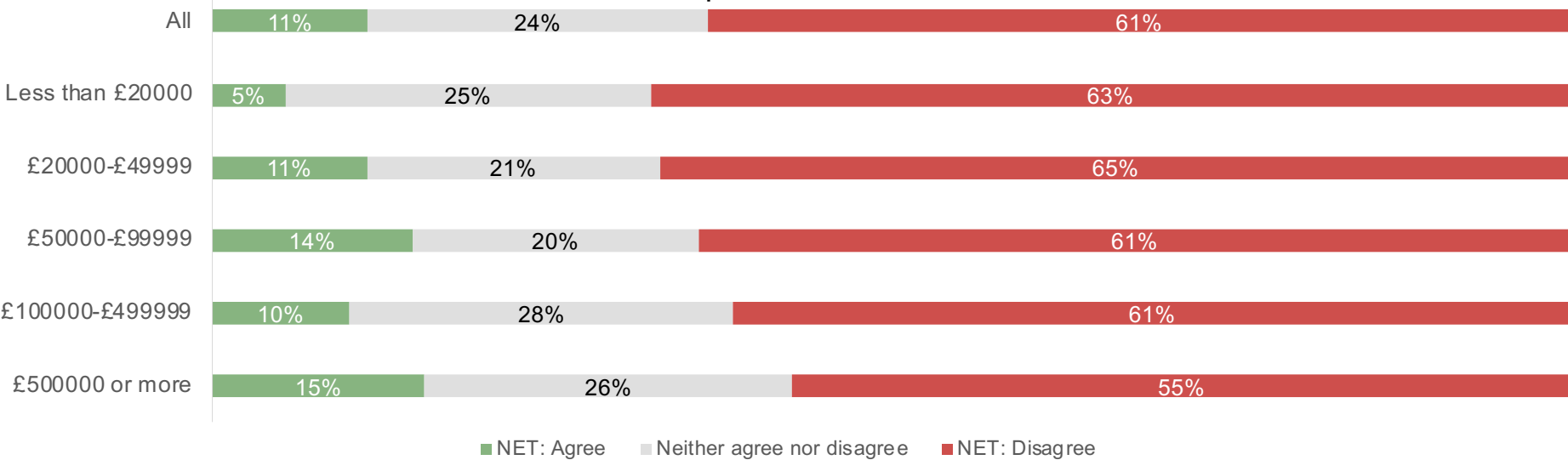
Future of cash – size of business



- Small businesses with 11 to 50 employees are significantly less likely than sole traders and small businesses with 1 to 10 employees to disagree with this statement

Future of cash – average annual turnover

I would prefer to pay 50% more to deposit cash to ensure that my closest bank branch remains open, than travel further to deposit cash for free

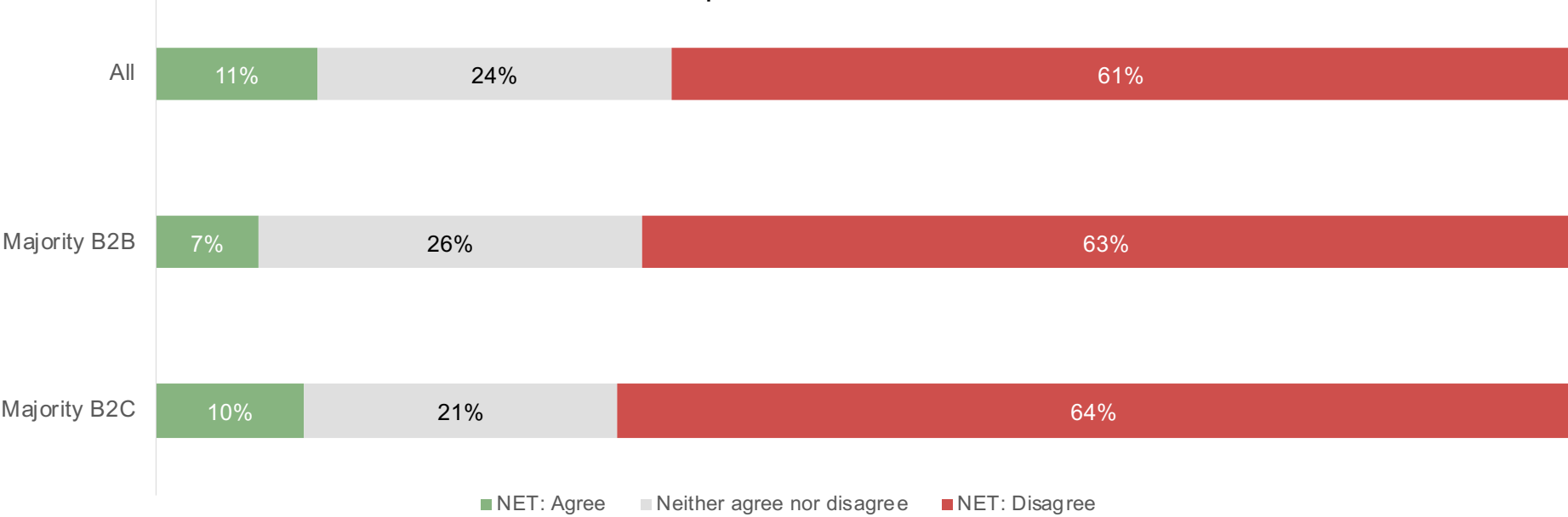


- Small businesses with a turnover of less than £20,000 are significantly less likely than those with a turnover of £50,000-£99,999 and £500,000 or more to agree with this statement

Q13. Finally, listed below are some statements about accepting and using cash in your business. For each, please tell us how far you agree or disagree with each statement. Base: (All = 542, Less than £20,000 = 131, £20,000-£49,999 = 99, £50,000-£99,999 = 79, £100,000-£499,999 = 115, £500,000 or more = 105)

Future of cash – type of customer

I would prefer to pay 50% more to deposit cash to ensure that my closest bank branch remains open, than travel further to deposit cash for free



Q13. Finally, listed below are some statements about accepting and using cash in your business. For each, please tell us how far you agree or disagree with each statement. Base: (All = 542, Majority B2B = 209, Majority B2C = 252)

Thank you

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