

Charity Commission Survey

Online Fieldwork Dates: 26th January - 8th February 2016

Absolutes/col percents 11 Apr 2016

Table 1

Q1. Firstly, thinking about how much trust and confidence you have in charities overall, on a scale of 0-10 where 10 means you trust them completely and 0 means you don't trust them at all, how much trust and confidence do you have in charities?

IF DEPENDS: Generally speaking, how much trust and confidence do you have in charities?

Base: All respondents

	Gender			Age						Social Grade				Region								Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teer	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
Trust them completely	(10)	40	17	23	3	4	8	8	3	13	9	9	12	8	3	3	2	2	5	4	9	5	4	3	24	16	15	12
		4%	3%	4%	3%	3%	4%	4%	2%	6%	3%	3%	6%	3%	6%	2%	2%	4%	6%	8%	3%	3%	3%	4%	3%	4%	4%	
9	(9)	26	6	20	4	3	3	6	3	8	7	10	-	8	2	6	1	2	2	2	3	4	3	13	13	9	6	
		2%	1%	4%	3%	2%	1%	3%	2%	3%	3%	3%	-	3%	3%	4%	1%	2%	2%	3%	2%	3%	2%	2%	2%	3%	2%	
8	(8)	178	90	88	27	38	38	28	21	24	58	40	31	44	9	22	15	17	17	12	16	21	32	16	108	70	75	64
		16%	17%	16%	21%	22%	19%	15%	13%	11%	21%	13%	14%	19%	16%	16%	14%	18%	16%	19%	15%	14%	21%	15%	20%	13%	20%	20%
7	(7)	212	100	112	34	34	48	50	20	26	69	77	28	26	8	27	31	17	11	9	19	40	28	22	134	77	97	76
		19%	19%	20%	26%	20%	23%	27%	12%	11%	25%	26%	13%	12%	15%	19%	28%	18%	10%	13%	18%	27%	19%	21%	24%	14%	26%	23%
6	(6)	159	73	87	15	27	25	27	30	35	48	49	20	32	8	19	13	17	17	6	16	21	22	21	67	92	47	45
		15%	14%	16%	12%	15%	12%	15%	18%	16%	17%	16%	9%	14%	15%	14%	12%	18%	16%	9%	15%	14%	15%	19%	12%	17%	13%	14%
5	(5)	222	104	118	24	34	34	26	45	57	40	66	46	55	11	22	26	20	22	17	28	27	35	14	107	115	65	70
		20%	19%	21%	19%	20%	17%	14%	28%	25%	14%	22%	21%	24%	20%	16%	24%	21%	21%	26%	26%	18%	23%	13%	19%	22%	18%	21%
4	(4)	72	38	34	3	15	18	17	6	12	13	20	19	12	6	12	6	5	10	3	2	15	1	10	31	41	16	19
		7%	7%	6%	2%	9%	9%	9%	4%	5%	5%	7%	9%	5%	11%	9%	6%	5%	10%	5%	2%	10%	1%	9%	6%	8%	4%	6%
3	(3)	55	36	19	8	7	12	5	9	14	13	13	18	7	3	10	4	8	11	2	3	2	6	5	21	34	16	11
		5%	7%	3%	6%	4%	6%	3%	5%	6%	5%	4%	8%	3%	6%	7%	4%	8%	10%	3%	3%	2%	4%	4%	4%	6%	4%	3%
2	(2)	57	26	32	6	8	8	8	11	15	13	6	22	14	1	10	6	4	9	3	5	3	8	8	25	32	17	13
		5%	5%	6%	4%	5%	4%	4%	7%	7%	5%	2%	10%	6%	2%	7%	5%	4%	9%	5%	4%	2%	5%	8%	5%	6%	5%	4%
1	(1)	17	9	8	3	2	2	3	4	3	6	4	3	3	1	1	1	1	-	2	2	4	3	1	8	9	6	2
		2%	2%	1%	2%	1%	1%	2%	3%	1%	2%	1%	1%	2%	3%	1%	1%	1%	-	2%	2%	3%	2%	1%	1%	2%	2%	1%
Don't trust them at all	(0)	48	34	14	3	1	9	5	11	20	4	6	17	18	2	8	3	3	4	4	6	8	7	4	13	36	7	8
		4%	6%	3%	2%	1%	4%	3%	7%	9%	1%	2%	8%	8%	3%	6%	3%	3%	4%	7%	5%	5%	4%	4%	2%	7%	2%	2%
NET: 8-10		244	113	131	34	45	49	42	27	45	74	59	44	59	14	31	18	22	23	18	27	29	40	22	144	99	99	83
		22%	21%	24%	26%	26%	24%	23%	17%	20%	27%	20%	20%	26%	25%	22%	17%	22%	22%	28%	25%	19%	27%	20%	26%	19%	27%	25%
NET: 3-7		719	350	369	84	116	137	126	109	144	183	225	132	133	36	90	80	67	71	37	68	106	93	72	360	359	241	220
		66%	66%	67%	65%	67%	67%	69%	67%	64%	65%	75%	61%	58%	67%	65%	74%	70%	66%	57%	63%	70%	62%	67%	65%	67%	65%	68%
NET: 0-2		122	69	54	11	11	19	16	26	38	22	16	41	36	4	19	9	8	13	9	12	15	18	14	46	77	31	23
		11%	13%	10%	9%	6%	9%	9%	16%	17%	8%	5%	19%	16%	8%	13%	9%	8%	12%	15%	12%	10%	12%	13%	8%	14%	8%	7%
Mean		5.70	5.49	5.90	6.03	6.03	5.84	6.01	5.20	5.26	6.12	5.99	5.07	5.49	5.79	5.52	5.78	5.73	5.37	5.65	5.89	5.77	5.85	5.63	6.07	5.32	6.12	6.06

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Table 2

Q2. And on the same 0-10 scale, how much would you trust charities to ...?**Base: All respondents****Summary table**

		Make independent decisions, to further the cause they work for	Ensure that a reasonable proportion of donations make it to the end cause	Ensure that its fundraisers are honest and ethical	Be well managed	Make a positive difference to the cause they are working for
Unweighted base		1085	1085	1085	1085	1085
Weighted base		1085	1085	1085	1085	1085
Trust them completely	(10)	55 5%	51 5%	50 5%	40 4%	88 8%
9	(9)	62 6%	45 4%	60 6%	46 4%	107 10%
8	(8)	204 19%	142 13%	181 17%	140 13%	211 19%
7	(7)	202 19%	155 14%	172 16%	213 20%	223 21%
6	(6)	130 12%	143 13%	154 14%	168 15%	115 11%
5	(5)	210 19%	207 19%	208 19%	213 20%	157 14%
4	(4)	68 6%	103 10%	83 8%	87 8%	50 5%
3	(3)	48 4%	74 7%	63 6%	56 5%	44 4%
2	(2)	43 4%	72 7%	56 5%	49 5%	50 5%
1	(1)	14 1%	38 3%	21 2%	20 2%	15 1%
Don't trust them at all	(0)	48 4%	55 5%	37 3%	52 5%	26 2%
NET: 8-10		320 30%	238 22%	290 27%	226 21%	407 37%
NET: 3-7		659 61%	683 63%	681 63%	737 68%	588 54%
NET: 0-2		105 10%	165 15%	114 11%	122 11%	90 8%
Mean		5.99	5.39	5.81	5.65	6.46

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Table 3

Q2. And on the same 0-10 scale, how much would you trust charities to ...?

Base: All respondents

Make independent decisions, to further the cause they work for

	Gender			Age							Social Grade				Region										Charity Involvement			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
Trust them completely	(10)	55	26	29	2	10	17	7	7	12	14	11	12	17	5	7	6	2	10	3	5	4	10	2	29	26	16	20
		5%	5%	5%	2%	6%	8%	4%	4%	5%	5%	4%	6%	7%	10%	5%	5%	3%	9%	5%	5%	2%	7%	2%	5%	5%	4%	6%
9	(9)	62	24	38	9	11	6	14	5	16	12	26	3	18	2	13	6	7	3	7	6	9	6	35	27	25	22	
		6%	5%	7%	7%	7%	3%	8%	3%	7%	4%	9%	1%	8%	3%	9%	6%	7%	3%	5%	7%	4%	6%	6%	6%	5%	7%	7%
8	(8)	204	97	107	31	33	45	37	29	28	65	62	35	35	13	23	17	21	18	11	23	29	28	21	124	80	93	66
		19%	18%	19%	24%	19%	22%	20%	18%	12%	23%	21%	16%	16%	24%	16%	16%	22%	17%	16%	21%	19%	19%	19%	23%	15%	25%	20%
7	(7)	202	100	102	28	36	38	39	21	40	60	56	40	43	7	20	23	14	24	12	17	33	38	15	123	80	79	78
		19%	19%	18%	22%	21%	18%	21%	13%	17%	21%	19%	18%	19%	12%	14%	21%	15%	22%	18%	16%	22%	25%	14%	22%	15%	21%	24%
6	(6)	130	69	62	17	23	25	23	21	22	35	39	31	19	8	20	13	15	13	7	6	24	8	15	60	70	44	36
		12%	13%	11%	13%	13%	12%	12%	13%	10%	12%	13%	14%	8%	15%	14%	12%	15%	12%	12%	5%	16%	6%	14%	11%	13%	12%	11%
5	(5)	210	99	112	23	31	34	32	40	48	47	60	42	44	10	28	27	17	16	12	28	29	24	20	92	118	56	53
		19%	19%	20%	18%	18%	17%	18%	25%	21%	17%	20%	19%	19%	18%	20%	25%	18%	15%	18%	26%	19%	16%	18%	17%	22%	15%	16%
4	(4)	68	28	40	7	8	12	13	9	17	14	19	10	17	4	8	6	6	3	4	8	13	8	8	30	38	21	17
		6%	5%	7%	6%	5%	6%	7%	6%	8%	5%	6%	5%	7%	7%	6%	5%	7%	3%	6%	7%	9%	5%	7%	6%	7%	6%	5%
3	(3)	48	27	21	7	5	8	6	12	11	14	13	7	11	1	4	3	4	6	5	5	3	11	6	14	34	10	7
		4%	5%	4%	6%	3%	4%	3%	7%	5%	5%	4%	3%	5%	3%	3%	3%	4%	6%	8%	5%	2%	8%	5%	3%	6%	3%	2%
2	(2)	43	17	26	*	11	10	5	2	12	9	5	15	9	*	7	3	2	9	3	2	3	6	8	20	23	13	13
		4%	3%	5%	*	7%	5%	2%	1%	5%	3%	2%	7%	4%	1%	5%	3%	2%	8%	5%	2%	2%	4%	7%	4%	4%	4%	4%
1	(1)	14	8	6	1	-	1	1	3	8	5	3	3	3	1	2	2	2	-	2	-	1	1	2	8	6	6	3
		1%	1%	1%	1%	-	*	1%	2%	3%	2%	1%	1%	1%	2%	1%	2%	2%	-	3%	-	1%	1%	2%	1%	1%	2%	1%
Don't trust them at all	(0)	48	37	11	3	4	8	7	12	14	5	6	19	13	2	8	2	6	4	3	6	6	7	5	14	34	7	11
		4%	7%	2%	2%	2%	4%	4%	7%	6%	2%	2%	9%	6%	4%	5%	2%	6%	4%	5%	5%	4%	5%	5%	2%	6%	2%	3%
NET: 8-10		320	147	173	43	54	68	58	41	55	91	99	50	70	20	43	29	30	31	17	36	38	47	29	188	133	134	108
		30%	28%	31%	33%	31%	33%	31%	25%	24%	33%	33%	23%	30%	37%	31%	27%	31%	29%	26%	33%	26%	31%	27%	34%	25%	36%	33%
NET: 3-7		659	323	337	82	104	118	113	104	138	169	187	131	134	30	80	72	56	63	39	64	102	89	64	320	339	210	191
		61%	61%	61%	64%	60%	58%	61%	64%	61%	61%	62%	60%	59%	56%	57%	67%	58%	59%	61%	59%	68%	59%	59%	58%	63%	57%	58%
NET: 0-2		105	62	43	4	15	19	13	17	34	19	14	37	25	4	16	7	10	13	8	8	10	14	15	42	64	26	28
		10%	12%	8%	3%	9%	9%	7%	11%	15%	7%	5%	17%	11%	7%	12%	6%	10%	12%	13%	7%	7%	10%	14%	8%	12%	7%	8%
Mean		5.99	5.82	6.16	6.34	6.27	6.19	6.20	5.59	5.58	6.27	6.30	5.52	5.97	6.32	5.98	6.15	5.92	6.08	5.68	6.04	6.04	6.09	5.60	6.35	5.63	6.42	6.35

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Table 4

Q2. And on the same 0-10 scale, how much would you trust charities to ...?

Base: All respondents

Ensure that a reasonable proportion of donations make it to the end cause

	Gender			Age						Social Grade				Region								Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/ volun-teeer	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
Trust them completely	(10)	51 5%	20 4%	31 6%	5 4%	9 5%	10 5%	8 4%	11 7%	7 3%	7 3%	15 5%	11 5%	16 7%	6 11%	7 5%	4 4%	4 6%	5 8%	5 5%	2 1%	6 4%	4 4%	25 5%	25 5%	16 4%	17 5%	
9	(9)	45 4%	22 4%	23 4%	4 3%	8 5%	6 3%	8 5%	6 4%	12 5%	15 5%	5 2%	12 6%	10 4%	3 5%	8 6%	2 2%	6 6%	4 3%	2 2%	7 6%	6 4%	6 4%	2 2%	25 5%	20 4%	20 5%	13 4%
8	(8)	142 13%	61 11%	82 15%	17 13%	24 14%	36 17%	23 13%	14 9%	27 12%	38 14%	38 13%	31 14%	32 14%	5 9%	15 11%	17 16%	7 7%	13 12%	7 11%	13 13%	19 12%	30 20%	16 15%	89 16%	54 10%	66 18%	42 13%
7	(7)	155 14%	82 15%	74 13%	21 16%	26 15%	28 14%	30 16%	25 15%	25 11%	58 21%	52 17%	19 9%	20 9%	6 10%	18 13%	11 10%	15 15%	17 16%	10 16%	13 12%	23 15%	22 15%	20 18%	87 16%	68 13%	53 14%	62 19%
6	(6)	143 13%	71 13%	72 13%	20 15%	30 17%	24 12%	29 16%	18 11%	21 9%	33 12%	52 17%	21 10%	28 12%	7 13%	21 15%	17 16%	12 13%	11 10%	7 11%	15 14%	24 16%	17 11%	12 12%	73 13%	70 13%	50 13%	44 14%
5	(5)	207 19%	89 17%	117 21%	28 22%	37 21%	36 18%	28 15%	32 20%	45 20%	47 17%	61 20%	32 15%	51 22%	12 23%	24 17%	24 22%	16 17%	20 19%	10 16%	21 20%	37 25%	26 17%	16 15%	98 18%	109 20%	58 16%	60 18%
4	(4)	103 10%	49 9%	54 10%	12 9%	12 7%	23 11%	22 12%	17 10%	18 8%	32 12%	26 9%	19 9%	16 7%	5 10%	17 12%	13 12%	9 9%	7 7%	8 13%	7 6%	13 9%	9 6%	14 13%	56 10%	47 9%	44 12%	33 10%
3	(3)	74 7%	39 7%	36 6%	13 10%	11 6%	13 6%	12 7%	6 4%	19 9%	15 5%	22 7%	18 8%	16 7%	4 7%	10 7%	3 3%	11 12%	9 8%	5 8%	11 10%	5 3%	11 7%	6 5%	33 6%	42 8%	20 5%	22 7%
2	(2)	72 7%	39 7%	33 6%	4 3%	6 3%	17 8%	9 5%	14 9%	22 10%	17 6%	13 4%	26 12%	13 6%	2 3%	6 4%	5 5%	8 8%	15 14%	4 6%	6 6%	10 7%	8 5%	8 8%	24 4%	48 9%	18 5%	12 4%
1	(1)	38 3%	20 4%	17 3%	4 3%	2 1%	3 2%	4 2%	9 6%	14 6%	9 3%	6 2%	9 4%	13 5%	3 6%	5 3%	7 6%	6 6%	2 2%	2 3%	1 1%	4 3%	6 4%	2 2%	21 4%	17 3%	15 4%	7 2%
Don't trust them at all	(0)	55 5%	39 7%	16 3%	2 1%	9 5%	7 4%	10 5%	10 6%	17 7%	7 3%	11 4%	18 8%	14 6%	1 3%	7 5%	3 3%	3 4%	4 6%	8 8%	7 5%	10 7%	6 6%	20 4%	35 7%	10 3%	14 4%	
NET: 8-10		238 22%	102 19%	135 24%	26 20%	41 24%	52 26%	40 22%	31 19%	46 20%	61 22%	58 19%	54 25%	58 26%	14 25%	31 22%	24 22%	17 17%	23 22%	14 21%	25 24%	27 18%	42 28%	22 21%	139 25%	99 18%	102 28%	72 22%
NET: 3-7		683 63%	330 62%	352 64%	94 73%	115 66%	125 61%	121 66%	98 60%	129 57%	186 66%	212 71%	109 50%	130 57%	34 63%	91 65%	68 64%	64 66%	64 59%	41 64%	67 63%	102 68%	85 57%	68 63%	347 63%	336 63%	225 61%	222 68%
NET: 0-2		165 15%	99 19%	66 12%	10 8%	17 10%	27 13%	23 12%	33 20%	53 23%	33 12%	30 10%	54 25%	40 17%	6 12%	18 13%	15 14%	16 17%	21 19%	10 15%	15 14%	22 15%	24 16%	17 16%	64 12%	101 19%	43 12%	33 10%
Mean		5.39	5.16	5.61	5.60	5.74	5.57	5.51	5.20	4.88	5.63	5.59	4.96	5.34	5.66	5.44	5.39	5.14	5.32	5.37	5.40	5.35	5.51	5.33	5.67	5.10	5.72	5.67

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Table 5

Q2. And on the same 0-10 scale, how much would you trust charities to ...?

Base: All respondents

Ensure that its fundraisers are honest and ethical

	Gender			Age							Social Grade				Region										Charity Involvement			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
Trust them completely	(10)	50	21	29	3	11	10	6	8	12	10	11	14	13	6	7	3	3	9	3	6	6	2	5	29	21	17	18
		5%	4%	5%	2%	6%	5%	3%	5%	5%	3%	4%	6%	6%	10%	5%	3%	9%	5%	6%	4%	2%	4%	5%	4%	5%	6%	
9	(9)	60	17	43	12	7	9	12	6	14	18	10	8	21	4	7	7	5	5	4	5	4	12	6	34	26	28	15
		6%	3%	8%	9%	4%	4%	6%	4%	6%	6%	3%	4%	9%	7%	5%	7%	5%	7%	5%	2%	8%	6%	6%	5%	8%	5%	
8	(8)	181	90	91	27	24	37	34	26	31	50	52	33	38	9	24	5	22	22	12	24	19	24	119	61	79	68	
		17%	17%	16%	21%	14%	18%	18%	16%	14%	18%	17%	15%	17%	9%	17%	5%	23%	20%	19%	23%	13%	16%	22%	11%	21%	21%	
7	(7)	172	94	78	23	28	38	29	22	32	46	59	25	36	6	24	20	17	9	6	17	24	31	18	81	91	47	59
		16%	18%	14%	18%	16%	19%	16%	14%	14%	16%	20%	11%	16%	12%	17%	18%	8%	10%	16%	16%	21%	16%	15%	17%	13%	18%	
6	(6)	154	74	80	23	35	18	25	21	33	44	52	29	23	7	11	21	9	21	9	20	25	22	9	82	73	57	52
		14%	14%	14%	18%	20%	9%	13%	13%	14%	16%	17%	13%	10%	13%	8%	19%	9%	20%	14%	18%	17%	15%	9%	15%	14%	16%	16%
5	(5)	208	92	116	20	31	37	33	39	48	47	51	45	47	12	26	29	21	14	15	13	36	21	21	102	106	72	56
		19%	17%	21%	16%	18%	18%	18%	24%	21%	17%	21%	21%	21%	22%	19%	27%	21%	13%	23%	12%	24%	14%	19%	19%	20%	19%	17%
4	(4)	83	40	43	6	11	24	18	11	12	23	29	11	13	3	9	9	7	4	6	6	18	10	12	28	55	22	15
		8%	8%	8%	5%	6%	12%	10%	7%	5%	8%	10%	5%	6%	6%	6%	9%	7%	4%	9%	6%	12%	7%	11%	5%	10%	6%	5%
3	(3)	63	35	28	3	8	14	9	13	15	13	19	15	13	3	16	5	3	5	3	7	6	9	6	30	34	21	15
		6%	7%	5%	2%	4%	7%	5%	8%	7%	5%	6%	7%	6%	5%	11%	5%	3%	5%	5%	7%	4%	6%	5%	5%	6%	6%	5%
2	(2)	56	28	28	6	11	7	11	6	14	20	8	14	11	*	8	6	6	8	3	6	5	9	6	24	33	16	14
		5%	5%	5%	5%	6%	4%	6%	4%	6%	7%	3%	6%	5%	1%	5%	5%	6%	8%	5%	6%	3%	6%	5%	4%	6%	4%	4%
1	(1)	21	16	5	2	3	6	1	4	3	6	5	7	3	2	1	-	4	4	-	-	3	5	3	8	12	6	5
		2%	3%	1%	2%	2%	3%	1%	2%	1%	2%	2%	3%	2%	4%	1%	-	4%	3%	-	-	2%	3%	2%	2%	2%	2%	1%
Don't trust them at all	(0)	37	24	12	3	4	4	5	6	14	3	4	16	9	2	6	2	2	6	3	3	5	5	3	13	24	5	10
		3%	5%	2%	2%	2%	2%	3%	4%	6%	1%	1%	7%	4%	4%	5%	2%	2%	6%	4%	3%	3%	3%	3%	2%	5%	1%	3%
NET: 8-10		290	127	163	42	42	56	52	40	57	77	73	55	73	18	39	16	29	37	19	35	28	38	30	182	108	124	101
		27%	24%	30%	33%	24%	27%	28%	25%	25%	28%	24%	25%	32%	34%	28%	15%	30%	34%	30%	33%	19%	25%	28%	33%	20%	33%	31%
NET: 3-7		681	335	345	76	113	131	114	106	139	173	209	125	132	31	86	84	56	53	39	63	109	94	65	322	358	219	197
		63%	63%	62%	59%	65%	64%	62%	65%	61%	62%	70%	58%	58%	57%	62%	78%	58%	49%	61%	59%	72%	62%	61%	59%	67%	59%	60%
NET: 0-2		114	69	45	11	18	17	16	31	29	17	37	23	5	15	8	11	18	6	9	13	18	12	45	69	27	28	
		11%	13%	8%	9%	10%	8%	10%	10%	14%	10%	6%	17%	10%	8%	11%	7%	12%	17%	9%	8%	9%	12%	11%	8%	13%	7%	9%
Mean		5.81	5.60	6.02	6.23	5.89	5.85	5.88	5.65	5.61	5.91	5.97	5.41	6.00	6.14	5.70	5.70	5.91	5.83	5.87	6.15	5.61	5.79	5.77	6.14	5.48	6.14	6.14

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Table 6

Q2. And on the same 0-10 scale, how much would you trust charities to ...?

Base: All respondents

Be well managed

	Gender			Age						Social Grade					Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
Trust them completely	(10)	40	17	23	5	5	8	8	7	7	6	8	12	13	7	4	3	3	9	3	5	1	4	2	23	17	16	12
		4%	3%	4%	4%	3%	4%	4%	5%	3%	2%	3%	5%	6%	13%	3%	3%	8%	4%	4%	*	2%	2%	4%	3%	4%	4%	
9	(9)	46	14	32	3	8	3	6	7	18	11	7	6	21	2	12	1	4	3	2	7	8	4	4	26	20	15	15
		4%	3%	6%	3%	5%	1%	3%	4%	8%	4%	2%	3%	9%	4%	9%	1%	4%	3%	3%	6%	5%	3%	4%	5%	4%	4%	5%
8	(8)	140	54	86	26	21	31	23	11	27	34	47	24	31	5	14	14	16	10	9	17	15	27	15	76	64	55	46
		13%	10%	15%	20%	12%	15%	12%	7%	12%	12%	16%	11%	14%	9%	10%	13%	17%	9%	14%	16%	10%	18%	14%	14%	12%	15%	14%
7	(7)	213	110	103	27	29	43	53	22	38	74	66	26	40	9	30	19	15	20	11	23	27	34	24	132	81	85	75
		20%	21%	19%	21%	17%	21%	29%	14%	17%	27%	22%	12%	17%	18%	22%	18%	15%	19%	17%	22%	18%	22%	22%	24%	15%	23%	23%
6	(6)	168	85	83	21	35	29	26	29	26	47	46	35	30	6	24	26	14	23	8	12	26	14	15	87	81	62	52
		15%	16%	15%	16%	20%	14%	14%	18%	12%	17%	15%	16%	13%	10%	17%	24%	14%	21%	12%	12%	17%	10%	14%	16%	15%	17%	16%
5	(5)	213	98	115	24	38	44	29	34	44	48	65	40	41	10	23	24	22	13	16	22	35	33	15	103	110	66	67
		20%	18%	21%	19%	22%	22%	16%	21%	19%	17%	22%	19%	18%	19%	16%	23%	22%	12%	25%	20%	23%	22%	14%	19%	21%	18%	20%
4	(4)	87	47	40	8	14	15	20	15	16	21	27	19	12	6	11	7	6	6	5	6	23	10	7	33	54	27	21
		8%	9%	7%	6%	8%	8%	11%	9%	7%	7%	9%	9%	5%	11%	8%	6%	6%	5%	8%	6%	16%	6%	6%	6%	10%	7%	7%
3	(3)	56	34	22	6	8	8	6	11	17	14	11	13	14	3	4	3	5	8	3	5	4	9	11	22	34	15	12
		5%	6%	4%	4%	5%	4%	3%	7%	8%	5%	4%	6%	6%	6%	3%	3%	5%	8%	4%	5%	3%	6%	10%	4%	6%	4%	4%
2	(2)	49	26	23	4	6	13	2	10	12	14	10	17	7	2	7	5	7	7	1	2	4	6	7	19	30	11	12
		5%	5%	4%	3%	4%	6%	1%	6%	5%	5%	3%	8%	3%	4%	5%	5%	7%	6%	2%	2%	3%	4%	7%	3%	6%	3%	4%
1	(1)	20	9	11	3	3	2	3	5	5	5	6	3	6	1	3	3	2	1	3	1	1	6	-	8	12	7	4
		2%	2%	2%	2%	2%	1%	1%	3%	2%	2%	2%	1%	3%	1%	2%	3%	2%	1%	4%	1%	1%	4%	-	2%	2%	2%	1%
Don't trust them at all	(0)	52	36	16	3	5	9	8	10	17	5	6	23	13	3	8	2	4	8	3	7	6	5	7	21	31	12	12
		5%	7%	3%	2%	3%	4%	4%	6%	7%	2%	2%	11%	6%	6%	6%	2%	4%	7%	5%	6%	4%	3%	7%	4%	6%	3%	4%
NET: 8-10		226	86	140	34	34	41	37	26	53	51	62	41	65	14	30	18	23	22	14	28	23	34	21	125	101	86	72
		21%	16%	25%	26%	20%	20%	20%	16%	23%	18%	21%	19%	28%	26%	21%	17%	23%	20%	22%	26%	15%	23%	20%	23%	19%	23%	22%
NET: 3-7		737	374	363	85	125	140	134	111	140	204	216	133	137	34	93	80	61	70	43	69	116	100	72	377	360	254	227
		68%	70%	66%	66%	72%	68%	73%	68%	62%	73%	72%	61%	60%	63%	66%	74%	63%	65%	67%	65%	77%	66%	67%	69%	67%	69%	70%
NET: 0-2		122	72	50	10	14	24	12	25	34	24	22	43	27	6	17	10	13	16	8	10	12	17	14	48	74	30	27
		11%	13%	9%	8%	8%	12%	7%	16%	15%	9%	7%	20%	12%	11%	12%	9%	14%	15%	12%	9%	8%	11%	13%	9%	14%	8%	8%
Mean		5.65	5.38	5.91	6.01	5.75	5.65	5.99	5.22	5.45	5.84	5.85	5.09	5.85	5.86	5.75	5.70	5.57	5.57	5.55	5.90	5.52	5.68	5.49	5.96	5.34	5.97	5.93

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Table 7

Q2. And on the same 0-10 scale, how much would you trust charities to ...?

Base: All respondents

Make a positive difference to the cause they are working for

	Gender			Age							Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
Trust them completely	(10)	88	32	56	9	21	20	13	9	15	16	21	23	24	8	7	6	4	12	4	8	10	16	14	49	39	33	31
		8%	6%	10%	7%	12%	10%	7%	5%	7%	6%	7%	11%	11%	16%	5%	5%	4%	11%	6%	8%	7%	10%	13%	9%	7%	9%	10%
9	(9)	107	49	58	18	18	22	19	12	20	35	31	17	19	6	15	13	13	11	4	11	11	17	8	68	40	46	42
		10%	9%	11%	14%	10%	11%	10%	7%	9%	13%	10%	8%	8%	11%	11%	12%	13%	10%	6%	10%	7%	11%	7%	12%	7%	12%	13%
8	(8)	211	119	92	26	36	44	46	22	36	72	65	23	48	8	28	19	13	22	13	19	29	31	29	129	82	89	74
		19%	22%	17%	20%	21%	22%	25%	14%	16%	26%	22%	10%	21%	14%	20%	18%	13%	20%	20%	18%	29%	21%	29%	23%	15%	24%	23%
7	(7)	223	97	126	36	38	41	38	33	37	57	84	45	30	7	19	30	26	19	14	29	39	29	11	117	106	80	72
		21%	18%	23%	28%	22%	20%	21%	16%	20%	28%	21%	13%	12%	14%	28%	27%	17%	22%	27%	26%	19%	10%	21%	20%	22%	22%	
6	(6)	115	59	56	10	31	15	19	22	18	35	35	18	22	8	19	11	10	12	8	8	11	15	13	53	62	33	36
		11%	11%	10%	8%	18%	7%	11%	14%	8%	13%	12%	8%	10%	15%	13%	10%	10%	11%	13%	8%	8%	10%	12%	10%	12%	9%	11%
5	(5)	157	73	84	13	10	32	26	30	44	29	33	40	36	8	19	17	16	17	10	14	26	16	13	65	92	44	32
		14%	14%	15%	10%	6%	16%	14%	19%	19%	10%	11%	19%	16%	14%	13%	16%	17%	16%	16%	13%	17%	11%	12%	12%	17%	12%	10%
4	(4)	50	24	26	3	6	9	6	10	16	12	16	2	13	2	10	3	5	2	2	7	10	6	2	15	35	11	10
		5%	4%	5%	2%	4%	5%	3%	6%	7%	4%	5%	1%	6%	4%	7%	2%	5%	2%	3%	7%	7%	4%	2%	3%	7%	3%	3%
3	(3)	44	25	19	9	4	7	5	7	11	8	6	13	14	2	3	5	2	-	4	4	9	6	8	14	30	11	4
		4%	5%	3%	7%	2%	3%	3%	4%	5%	3%	2%	6%	6%	3%	2%	5%	2%	-	6%	4%	6%	4%	8%	3%	6%	3%	1%
2	(2)	50	29	20	5	5	9	7	8	15	10	6	22	10	1	15	2	5	7	2	4	4	7	2	25	25	14	16
		5%	6%	4%	4%	3%	4%	4%	5%	6%	3%	2%	10%	5%	2%	11%	2%	5%	7%	2%	4%	3%	5%	2%	4%	5%	4%	5%
1	(1)	15	6	9	-	3	-	1	3	7	2	2	5	4	1	1	1	2	3	1	1	-	3	3	7	7	7	2
		1%	1%	2%	-	2%	-	1%	2%	3%	1%	1%	2%	2%	2%	1%	1%	2%	2%	1%	1%	-	2%	3%	1%	1%	2%	1%
Don't trust them at all	(0)	26	19	7	-	*	7	3	7	8	3	2	10	7	3	4	1	2	3	2	3	2	5	3	9	17	3	7
		2%	4%	1%	-	*	3%	2%	4%	4%	1%	1%	5%	3%	6%	3%	1%	2%	3%	3%	3%	1%	3%	3%	2%	3%	1%	2%
NET: 8-10		407	200	207	53	75	86	78	43	71	123	116	62	91	22	50	38	29	44	21	38	51	63	51	246	161	168	147
		37%	38%	37%	41%	43%	42%	42%	26%	31%	44%	39%	29%	40%	41%	36%	35%	30%	41%	33%	35%	34%	42%	48%	45%	30%	45%	45%
NET: 3-7		588	277	311	71	89	104	94	102	125	141	173	118	115	26	70	66	59	50	39	63	94	73	48	264	324	179	154
		54%	52%	56%	55%	52%	51%	51%	63%	55%	51%	58%	54%	51%	49%	50%	62%	62%	47%	61%	58%	63%	48%	44%	48%	61%	48%	47%
NET: 0-2		90	55	36	5	9	16	12	17	31	15	11	37	22	6	20	4	8	13	4	7	6	14	9	40	50	24	25
		8%	10%	6%	4%	5%	8%	6%	10%	13%	5%	4%	17%	10%	11%	14%	3%	8%	12%	6%	7%	4%	10%	8%	7%	9%	6%	8%
Mean		6.46	6.29	6.64	6.87	7.01	6.62	6.71	5.96	5.89	6.79	6.85	5.89	6.30	6.49	6.09	6.69	6.35	6.54	6.33	6.52	6.49	6.57	6.57	6.82	6.10	6.87	6.89

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Table 8

Q3. Which one, if any, of these qualities is most important to your trust and confidence in charities overall?

Base: All respondents

	Gender			Age						Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teen
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
Ensure that a reasonable proportion of donations make it to the end cause	443 41%	208 39%	235 42%	50 38%	71 41%	84 41%	79 43%	65 40%	92 40%	116 42%	137 46%	87 40%	84 37%	28 51%	43 31%	48 44%	44 46%	37 35%	23 35%	44 41%	68 45%	60 40%	47 43%	216 39%	226 42%	145 39%	128 39%
Make a positive difference to the cause they are working for	344 32%	184 35%	160 29%	49 37%	81 47%	71 35%	47 26%	46 28%	50 22%	99 35%	98 33%	69 32%	58 26%	15 29%	45 32%	32 30%	27 28%	35 32%	21 32%	33 31%	55 36%	52 35%	30 28%	193 35%	151 28%	127 34%	121 37%
Ensure that its fundraisers are honest and ethical	153 14%	59 11%	94 17%	11 9%	12 7%	25 12%	35 19%	29 18%	42 18%	39 14%	40 13%	26 12%	42 18%	3 5%	27 19%	17 15%	19 20%	18 17%	10 16%	14 13%	11 7%	18 12%	16 15%	80 15%	73 14%	58 16%	46 14%
Be well managed	100 9%	57 11%	43 8%	13 10%	6 4%	18 9%	17 9%	16 10%	28 13%	14 5%	20 7%	27 12%	32 14%	4 7%	20 15%	9 8%	5 6%	14 13%	11 17%	9 8%	6 4%	11 8%	10 9%	37 7%	63 12%	27 7%	18 6%
Make independent decisions, to further the cause they work for	31 3%	15 3%	16 3%	7 5%	2 1%	5 2%	5 2%	6 4%	6 3%	9 3%	3 1%	7 3%	8 4%	3 6%	2 2%	2 2%	-	2 1%	-	2 2%	8 5%	7 5%	4 4%	16 3%	16 3%	10 3%	10 3%
None of these	14 1%	9 2%	5 1%	-	-	3 1%	1 1%	-	9 4%	3 1%	3 1%	2 1%	4 2%	1 1%	2 1%	1 1%	1 1%	1 1%	-	5 4%	2 1%	2 1%	1 1%	7 1%	7 1%	4 1%	4 1%

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Table 9

Q3b. Overall, how effectively do you think charities are regulated in England and Wales?

Base: All respondents

	Gender			Age						Social Grade					Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teeer	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
NET: Effectively	647	298	349	101	109	119	110	82	125	167	180	123	146	30	84	69	54	58	41	65	93	92	63	344	303	234	200	
	60%	56%	63%	78%	63%	58%	60%	51%	55%	60%	60%	56%	64%	56%	60%	64%	56%	54%	63%	61%	62%	61%	59%	63%	57%	63%	61%	
Very effectively	(4)	91	44	48	17	13	21	14	11	15	19	18	31	5	15	7	4	9	4	9	15	16	7	44	47	31	22	
		8%	8%	9%	13%	7%	10%	8%	7%	7%	5%	6%	8%	14%	10%	11%	7%	4%	9%	6%	8%	10%	10%	7%	8%	9%	8%	7%
Fairly effectively	(3)	556	255	301	85	96	97	95	71	110	152	160	104	115	25	69	61	50	49	37	56	78	76	56	300	256	203	178
		51%	48%	54%	65%	56%	48%	52%	44%	49%	54%	53%	48%	50%	46%	49%	57%	52%	45%	57%	52%	52%	50%	52%	55%	48%	55%	55%
Not very effectively	(2)	315	172	142	19	50	66	52	52	74	78	86	68	61	15	37	27	32	34	17	36	42	37	147	167	101	88	
		29%	32%	26%	15%	29%	32%	28%	32%	28%	29%	31%	27%	27%	26%	25%	33%	32%	26%	33%	26%	28%	34%	27%	31%	27%	27%	
Not at all effectively	(1)	72	40	32	7	4	10	13	16	19	18	17	13	4	13	5	7	8	4	4	13	9	6	30	41	18	20	
		7%	8%	6%	6%	3%	5%	7%	10%	9%	7%	6%	8%	6%	7%	4%	7%	7%	6%	4%	8%	6%	6%	6%	8%	5%	6%	
NET: Not effective		386	212	174	26	54	76	65	68	93	96	104	86	74	18	50	32	38	42	21	40	51	51	43	178	209	119	109
		36%	40%	31%	20%	31%	37%	36%	42%	41%	34%	35%	39%	32%	34%	36%	30%	40%	39%	32%	37%	34%	34%	40%	32%	39%	32%	33%
Don't know		51	21	30	2	10	11	9	12	9	16	17	9	8	5	6	7	4	8	3	2	7	8	1	28	23	18	18
		5%	4%	5%	1%	6%	5%	5%	7%	4%	6%	6%	4%	4%	10%	4%	7%	5%	7%	4%	2%	5%	6%	1%	5%	4%	5%	5%
Mean		2.65	2.59	2.70	2.87	2.72	2.67	2.63	2.52	2.55	2.62	2.64	2.59	2.75	2.65	2.64	2.71	2.55	2.60	2.66	2.67	2.66	2.69	2.60	2.69	2.60	2.70	2.65

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Table 10

Q4a. Are there any specific charities or types of charities that you would trust MORE than others?

Base: All respondents

	Gender			Age							Social Grade				Region								Charity Involvement				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/ volun-teeer
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
Name 1 (SPECIFY)^o	602 55%	274 52%	327 59%	63 49%	90 52%	109 53%	104 57%	92 57%	141 62%	174 62%	170 57%	120 55%	111 49%	26 49%	72 52%	63 59%	61 63%	69 64%	37 58%	63 59%	76 50%	78 52%	56 52%	364 66%	238 45%	254 69%	215 66%
Name 2 (SPECIFY)^o	258 24%	112 21%	146 26%	24 19%	40 23%	46 22%	45 25%	45 28%	57 25%	73 26%	87 29%	49 22%	42 18%	10 19%	34 24%	27 25%	25 26%	29 27%	17 26%	31 29%	36 24%	34 22%	16 15%	163 30%	95 18%	122 33%	85 26%
Name 3 (SPECIFY)^o	106 10%	36 7%	70 13%	10 8%	19 11%	19 9%	18 10%	15 9%	24 11%	33 12%	35 12%	15 7%	20 9%	4 7%	11 8%	12 12%	11 12%	9 9%	9 13%	19 18%	10 7%	13 9%	7 6%	71 13%	35 7%	54 15%	36 11%
Name 4 (SPECIFY)^o	33 3%	7 1%	25 5%	3 2%	2 1%	6 3%	5 3%	6 3%	11 5%	8 3%	14 5%	7 3%	4 2%	2 4%	2 1%	4 4%	5 5%	2 2%	2 4%	6 5%	3 2%	6 4%	1 1%	20 4%	12 2%	14 4%	8 3%
Name 5 (SPECIFY)^o	11 1%	3 1%	8 1%	- -	1 *	3 2%	1 *	2 1%	4 2%	4 1%	6 2%	- -	1 *	1 2%	- -	- -	1 1%	2 1%	1 2%	1 1%	2 1%	3 2%	- -	9 2%	2 *	5 1%	5 1%
None	454 42%	237 45%	217 39%	65 50%	77 44%	89 43%	74 40%	69 42%	78 34%	100 36%	123 41%	90 41%	110 48%	27 51%	63 45%	41 38%	33 34%	34 32%	27 42%	41 38%	71 48%	65 43%	51 48%	176 32%	278 52%	108 29%	106 32%
Don't know	22 2%	14 3%	8 1%	1 1%	3 2%	5 2%	4 2%	2 1%	7 3%	6 2%	3 1%	5 2%	6 3%	- -	5 4%	1 1%	3 3%	4 4%	- -	2 2%	- -	7 5%	- -	8 2%	13 2%	7 2%	4 1%

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Table 11

Q4B. Why do you say that? Why do you trust ... more than others?**Base: All respondents who trust some charities more than others**

	Q4a. Are there any specific charities or types of charities that you would trust MORE than others?	
	Total	Don't know
Unweighted base	1046	1046
Weighted base	1010	1010
Don't know	1010 100%	1010 100%

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Table 12

Q5a. Are there any specific charities or types of charities that you trust LESS than others?

Base: All respondents

	Gender			Age							Social Grade				Region										Charity Involvement			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
Name 1 (SPECIFY)^o	364 34%	175 33%	189 34%	33 25%	62 36%	68 33%	74 40%	56 34%	71 31%	115 41%	111 37%	66 30%	56 25%	20 37%	42 30%	37 35%	36 38%	39 36%	22 34%	37 34%	46 31%	53 35%	31 29%	211 38%	153 29%	149 40%	125 38%	
Name 2 (SPECIFY)^o	56 5%	25 5%	31 6%	9 7%	10 6%	11 5%	7 4%	5 3%	13 6%	18 7%	21 7%	5 2%	10 4%	2 4%	9 7%	9 8%	4 4%	8 7%	3 5%	6 5%	8 5%	5 4%	3 3%	31 6%	25 5%	23 6%	16 5%	
Name 3 (SPECIFY)^o	14 1%	6 1%	8 1%	1 1%	5 3%	2 1%	* *	3 2%	2 1%	5 2%	7 2%	2 1%	- -	1 1%	- -	- -	- -	4 3%	2 3%	3 3%	3 2%	2 1%	1 1%	8 2%	6 1%	7 2%	4 1%	
No answer	642 59%	320 60%	322 58%	91 70%	100 58%	118 58%	96 52%	94 58%	141 62%	150 54%	164 55%	135 62%	153 67%	33 61%	85 61%	66 61%	56 57%	55 51%	38 59%	58 54%	95 63%	88 58%	70 65%	297 54%	346 65%	192 52%	174 53%	
Don't know	71 7%	34 6%	37 7%	6 5%	9 5%	17 8%	12 7%	12 8%	14 6%	14 5%	21 7%	15 7%	17 8%	1 2%	10 7%	4 4%	4 4%	14 13%	4 7%	10 9%	8 5%	9 6%	6 6%	40 7%	30 6%	28 7%	26 8%	

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Table 13

Q5B. Why do you say that? Why do you trust ... less than others?**Base: All respondents who trust some charities less than others**

	Q5a. Are there any specific charities or types of charities that you trust LESS than others?	
	Total	Don't know
Unweighted base	451	451
Weighted base	434	434
Don't know	434	434
	100%	100%

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Table 14

Q6. I'm now going to read you a list of statements and ask you how much you agree or disagree with each of them.

Base: All respondents

Summary table

	I trust big charities more than smaller ones	I trust charities more if I have heard of them	I trust charities more if they have well-known people as patrons	I trust charities more if they are providing services within my local community	I trust charities to work independently	I feel confident donating to a charity even if I haven't heard of them, if it's going to a good cause	Charities are regulated and controlled to ensure that they are working for the public benefit	I know very little about how charities are run and managed	Charities spend too much of their funds on salaries and administration	Most charities are trustworthy and act in the public interest	Some of the fundraising methods used by charities make me uncomfortable
Unweighted base	1085	1085	1085	1085	1085	1085	1085	1085	1085	1085	1085
Weighted base	1085	1085	1085	1085	1085	1085	1085	1085	1085	1085	1085
NET: Agree	297 27%	821 76%	345 32%	671 62%	631 58%	323 30%	557 51%	616 57%	724 67%	667 61%	799 74%
Strongly agree (+2)	122 11%	411 38%	126 12%	324 30%	164 15%	92 8%	130 12%	253 23%	445 41%	165 15%	481 44%
Tend to agree (+1)	175 16%	410 38%	220 20%	347 32%	467 43%	231 21%	426 39%	362 33%	280 26%	502 46%	318 29%
Neither agree nor disagree (0)	238 22%	111 10%	222 20%	198 18%	214 20%	99 9%	208 19%	136 13%	210 19%	194 18%	88 8%
Tend to disagree (-1)	297 27%	85 8%	288 27%	140 13%	138 13%	320 29%	196 18%	211 19%	108 10%	133 12%	121 11%
Strongly disagree (-2)	253 23%	68 6%	230 21%	76 7%	101 9%	342 32%	124 11%	122 11%	43 4%	91 8%	77 7%
NET: Disagree	550 51%	153 14%	518 48%	216 20%	240 22%	662 61%	320 30%	333 31%	151 14%	224 21%	198 18%
Mean	-0.35	0.93	-0.26	0.65	0.42	-0.54	0.22	0.38	0.90	0.48	0.93
Agree - Disagree	-253 -23%	668 62%	-173 -16%	455 42%	391 36%	-339 -31%	237 22%	283 26%	574 53%	442 41%	601 55%

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Table 15

Q6. I'm now going to read you a list of statements and ask you how much you agree or disagree with each of them.

Base: All respondents

I trust big charities more than smaller ones

	Gender			Age						Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
NET: Agree	297 27%	145 27%	152 28%	39 30%	48 28%	78 38%	52 28%	29 18%	50 22%	77 28%	76 25%	56 26%	67 29%	11 21%	45 32%	40 37%	31 32%	25 23%	15 23%	24 23%	38 25%	41 28%	27 26%	146 26%	151 28%	103 28%	79 24%
Strongly agree (+2)	122 11%	58 11%	64 12%	9 7%	14 8%	42 20%	26 14%	9 6%	21 9%	24 9%	32 11%	32 15%	26 11%	4 7%	23 16%	11 11%	12 13%	11 10%	7 11%	13 12%	15 10%	14 9%	11 10%	60 11%	61 11%	45 12%	31 9%
Tend to agree (+1)	175 16%	87 16%	88 16%	30 23%	35 20%	36 18%	25 14%	20 12%	30 13%	53 19%	45 15%	24 11%	41 18%	7 13%	22 16%	28 26%	18 19%	14 13%	8 12%	12 11%	23 15%	27 18%	16 15%	85 16%	90 17%	57 15%	48 15%
Neither agree nor disagree (0)	238 22%	108 20%	130 23%	26 20%	48 28%	36 18%	40 22%	42 26%	40 18%	66 24%	75 25%	44 20%	41 18%	12 22%	29 21%	17 16%	21 21%	28 26%	7 11%	23 21%	38 25%	37 25%	25 24%	147 27%	91 17%	97 26%	86 26%
Tend to disagree (-1)	297 27%	153 29%	144 26%	35 27%	42 24%	48 24%	48 26%	55 34%	69 30%	81 29%	90 30%	56 26%	53 23%	13 23%	39 28%	27 25%	23 24%	26 24%	27 42%	29 27%	46 31%	42 28%	26 24%	146 26%	152 28%	95 26%	88 27%
Strongly disagree (-2)	253 23%	126 24%	127 23%	29 22%	34 20%	43 21%	43 24%	36 22%	68 30%	55 20%	58 19%	61 28%	67 30%	18 34%	26 19%	24 22%	22 23%	29 27%	15 23%	32 29%	28 19%	30 20%	29 27%	112 20%	141 26%	75 20%	73 22%
NET: Disagree	550 51%	279 52%	271 49%	64 49%	76 44%	91 44%	91 50%	91 56%	137 60%	136 49%	148 49%	117 54%	120 53%	31 57%	66 47%	50 47%	45 47%	55 51%	42 66%	60 56%	74 49%	72 48%	55 51%	257 47%	293 55%	171 46%	161 49%
Mean	-0.35	-0.38	-0.33	-0.34	-0.28	-0.07	-0.31	-0.54	-0.59	-0.32	-0.33	-0.41	-0.41	-0.63	-0.17	-0.21	-0.26	-0.44	-0.56	-0.51	-0.32	-0.31	-0.42	-0.30	-0.41	-0.27	-0.38
Agree - Disagree	-253 -23%	-134 -25%	-119 -21%	-24 -19%	-28 -16%	-13 -6%	-40 -22%	-61 -38%	-86 -38%	-58 -21%	-72 -24%	-61 -28%	-53 -23%	-20 -37%	-21 -15%	-11 -10%	-15 -15%	-29 -27%	-28 -43%	-36 -34%	-36 -24%	-30 -20%	-27 -25%	-112 -20%	-141 -26%	-68 -18%	-82 -25%

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Table 16

Q6. I'm now going to read you a list of statements and ask you how much you agree or disagree with each of them.

Base: All respondents

I trust charities more if I have heard of them

	Gender			Age						Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teeer
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
NET: Agree	821 76%	395 74%	426 77%	98 76%	132 77%	164 80%	143 78%	113 69%	168 74%	220 79%	228 76%	163 75%	171 75%	37 70%	104 74%	94 88%	69 71%	82 77%	47 73%	86 80%	115 76%	112 74%	76 70%	427 78%	394 74%	299 81%	240 74%
Strongly agree (+2)	411 38%	198 37%	213 39%	54 42%	67 39%	88 43%	73 40%	44 27%	83 37%	103 37%	106 35%	77 35%	101 44%	21 40%	52 37%	47 44%	44 46%	39 36%	22 35%	46 43%	54 36%	54 36%	33 30%	226 41%	185 35%	168 45%	117 36%
Tend to agree (+1)	410 38%	197 37%	212 38%	44 34%	66 38%	76 37%	70 38%	69 42%	85 37%	117 42%	122 41%	86 39%	70 31%	16 30%	52 37%	47 44%	25 26%	44 41%	25 38%	40 37%	61 41%	58 38%	43 40%	201 36%	209 39%	131 35%	123 38%
Neither agree nor disagree (0)	111 10%	57 11%	53 10%	7 6%	20 12%	24 12%	21 11%	19 11%	19 8%	30 11%	31 10%	21 10%	24 10%	7 14%	13 10%	5 5%	13 13%	11 11%	8 13%	12 11%	15 10%	14 9%	12 11%	60 11%	51 10%	35 9%	45 14%
Tend to disagree (-1)	85 8%	41 8%	45 8%	10 8%	18 11%	6 3%	15 8%	17 10%	20 9%	17 6%	24 8%	13 6%	22 10%	5 10%	10 7%	4 4%	10 10%	10 9%	4 6%	6 6%	13 9%	13 9%	11 10%	47 8%	39 7%	30 8%	29 9%
Strongly disagree (-2)	68 6%	38 7%	29 5%	14 11%	2 1%	11 5%	6 3%	14 9%	21 9%	11 4%	17 6%	21 9%	12 5%	4 7%	13 9%	4 4%	5 5%	4 4%	5 8%	4 4%	8 5%	12 8%	10 9%	17 3%	51 10%	7 2%	12 4%
NET: Disagree	153 14%	79 15%	74 13%	24 19%	20 12%	17 8%	20 11%	31 19%	40 18%	29 10%	42 14%	33 15%	33 15%	9 17%	22 16%	8 8%	15 15%	14 13%	9 14%	10 9%	21 14%	25 17%	20 19%	63 12%	90 17%	37 10%	41 13%
Mean	0.93	0.89	0.97	0.88	1.03	1.09	1.03	0.69	0.84	1.01	0.91	0.86	0.99	0.86	0.86	1.20	0.96	0.96	0.84	1.10	0.93	0.86	0.73	1.04	0.82	1.14	0.93
Agree - Disagree	668 62%	316 59%	352 64%	74 57%	112 65%	147 71%	122 67%	82 50%	128 56%	191 68%	186 62%	130 60%	137 60%	28 53%	81 58%	86 80%	54 56%	69 64%	37 58%	76 71%	94 62%	87 58%	56 52%	364 66%	304 57%	262 71%	199 61%

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Table 17

Q6. I'm now going to read you a list of statements and ask you how much you agree or disagree with each of them.

Base: All respondents

I trust charities more if they have well-known people as patrons

	Gender		Age							Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
NET: Agree	345 32%	162 30%	183 33%	49 38%	58 33%	69 33%	52 28%	36 23%	80 35%	78 28%	90 30%	73 34%	81 35%	18 33%	42 30%	36 34%	35 36%	31 29%	21 33%	36 33%	52 34%	44 29%	30 28%	166 30%	179 33%	113 31%	85 26%
Strongly agree (+2)	126 12%	54 10%	72 13%	15 12%	13 8%	29 14%	23 12%	12 8%	32 14%	27 10%	24 8%	28 13%	37 16%	6 10%	18 13%	19 18%	13 13%	8 7%	10 16%	10 10%	17 11%	16 11%	9 8%	63 11%	63 12%	47 13%	26 8%
Tend to agree (+1)	220 20%	108 20%	111 20%	33 26%	44 26%	40 19%	29 16%	24 15%	49 21%	51 18%	66 22%	45 21%	44 19%	12 22%	24 17%	17 16%	22 23%	23 22%	11 18%	26 24%	35 23%	28 19%	21 20%	103 19%	116 22%	66 18%	59 18%
Neither agree nor disagree (0)	222 20%	113 21%	109 20%	21 16%	37 22%	41 20%	52 28%	39 24%	31 13%	66 24%	72 24%	33 15%	45 20%	14 27%	33 24%	19 18%	22 23%	17 16%	8 13%	23 22%	28 19%	35 23%	21 20%	127 23%	94 18%	83 22%	86 26%
Tend to disagree (-1)	288 27%	137 26%	151 27%	32 25%	47 27%	56 27%	48 26%	53 33%	51 23%	81 29%	88 29%	58 27%	51 23%	11 21%	31 22%	34 32%	21 22%	36 34%	19 29%	27 26%	41 27%	36 24%	31 28%	157 29%	131 25%	106 29%	91 28%
Strongly disagree (-2)	230 21%	120 23%	109 20%	27 21%	30 18%	40 19%	31 17%	34 21%	65 29%	54 19%	50 17%	54 25%	52 23%	11 20%	33 24%	18 17%	19 20%	23 21%	16 25%	21 19%	29 19%	35 24%	26 24%	100 18%	130 24%	67 18%	65 20%
NET: Disagree	518 48%	257 48%	261 47%	60 46%	78 45%	96 47%	79 43%	87 54%	116 51%	135 48%	138 46%	112 51%	103 45%	22 41%	64 46%	52 49%	40 41%	59 55%	35 54%	48 45%	70 47%	71 47%	56 52%	256 47%	262 49%	174 47%	156 48%
Mean	-0.26	-0.31	-0.21	-0.18	-0.21	-0.19	-0.19	-0.44	-0.30	-0.30	-0.24	-0.30	-0.16	-0.17	-0.26	-0.14	-0.12	-0.40	-0.30	-0.21	-0.20	-0.31	-0.41	-0.23	-0.28	-0.22	-0.34
Agree - Disagree	-173 -16%	-96 -18%	-77 -14%	-11 -9%	-20 -12%	-27 -13%	-27 -15%	-50 -31%	-36 -16%	-57 -21%	-47 -16%	-39 -18%	-22 -10%	-4 -8%	-22 -16%	-16 -15%	-5 -5%	-28 -26%	-14 -21%	-12 -11%	-18 -12%	-27 -18%	-27 -25%	-90 -16%	-83 -15%	-60 -16%	-71 -22%

Charity Commission Survey

Online Fieldwork Dates: 26th January - 8th February 2016

Absolutes/col percents 11 Apr 2016

Table 18

Q6. I'm now going to read you a list of statements and ask you how much you agree or disagree with each of them.

Base: All respondents

I trust charities more if they are providing services within my local community

	Gender			Age						Social Grade				Region								Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
NET: Agree	671	327	344	82	104	126	104	94	160	157	175	144	157	37	95	61	63	66	44	68	77	96	64	344	328	237	201	
	62%	62%	62%	63%	60%	62%	56%	58%	71%	56%	58%	66%	69%	69%	68%	57%	65%	61%	68%	63%	51%	64%	59%	62%	61%	64%	61%	
Strongly agree	(+2)	324	154	170	46	43	57	46	39	92	64	77	68	19	43	32	28	32	28	29	38	46	29	156	168	109	92	
		30%	29%	31%	36%	25%	28%	25%	24%	40%	23%	26%	31%	41%	35%	31%	30%	29%	43%	27%	25%	31%	27%	28%	31%	29%	28%	
Tend to agree	(+1)	347	173	174	35	61	69	57	55	69	93	98	75	63	18	52	29	34	34	16	38	39	50	35	188	159	128	108
		32%	33%	31%	27%	35%	33%	31%	34%	30%	33%	33%	35%	28%	34%	37%	27%	35%	32%	25%	36%	26%	34%	32%	34%	30%	35%	33%
Neither agree nor disagree	(0)	198	100	98	30	35	33	42	35	20	59	72	26	32	8	24	25	18	13	9	21	38	22	21	104	94	68	58
		18%	19%	18%	23%	20%	16%	23%	22%	9%	21%	24%	12%	14%	14%	17%	24%	18%	12%	13%	20%	25%	15%	19%	19%	18%	18%	
Tend to disagree	(-1)	140	62	78	13	27	31	21	20	28	43	36	31	23	6	11	14	10	13	7	13	24	21	21	75	65	50	49
		13%	12%	14%	10%	15%	15%	12%	12%	12%	15%	12%	14%	10%	10%	8%	13%	11%	12%	12%	16%	14%	19%	14%	12%	14%	15%	
Strongly disagree	(-2)	76	43	33	4	7	16	17	13	19	20	17	16	3	10	7	6	16	5	6	10	11	2	27	49	14	19	
		7%	8%	6%	3%	4%	8%	9%	8%	8%	7%	6%	8%	7%	6%	7%	6%	15%	7%	5%	7%	7%	2%	5%	9%	4%	6%	
NET: Disagree		216	105	111	18	34	46	38	33	46	63	53	48	39	9	21	21	16	28	12	19	35	32	23	102	114	64	68
		20%	20%	20%	14%	20%	23%	21%	20%	23%	18%	22%	17%	17%	15%	19%	17%	26%	19%	17%	23%	21%	21%	19%	21%	17%	21%	
Mean		0.65	0.63	0.67	0.81	0.61	0.59	0.52	0.53	0.82	0.49	0.61	0.67	0.87	0.81	0.77	0.61	0.71	0.50	0.86	0.68	0.47	0.66	0.63	0.67	0.62	0.72	0.63
Agree - Disagree		455	222	233	64	70	80	65	61	114	94	122	96	119	28	74	40	46	37	32	49	43	64	41	241	214	173	133
		42%	42%	42%	49%	40%	39%	36%	37%	50%	34%	41%	44%	52%	52%	53%	38%	48%	35%	50%	46%	28%	43%	38%	44%	40%	47%	41%

Charity Commission Survey

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Absolutes/col percents 11 Apr 2016

Table 19

Q6. I'm now going to read you a list of statements and ask you how much you agree or disagree with each of them.

Base: All respondents

I trust charities to work independently

	Gender		Age							Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
NET: Agree	631	309	322	86	100	119	105	77	142	158	182	124	136	27	84	68	43	56	41	56	92	100	64	317	314	208	194
	58%	58%	58%	66%	58%	58%	57%	48%	63%	56%	61%	57%	60%	51%	60%	63%	44%	52%	64%	52%	61%	67%	59%	58%	59%	56%	59%
Strongly agree	(+2) 164	81	84	23	22	34	25	15	45	36	41	36	38	10	21	20	8	18	11	15	19	26	16	79	85	56	46
	15%	15%	15%	18%	13%	16%	14%	9%	20%	13%	14%	17%	17%	19%	15%	19%	9%	16%	17%	14%	12%	18%	15%	14%	16%	15%	14%
Tend to agree	(+1) 467	228	239	63	77	85	80	62	97	122	140	88	98	17	62	48	35	38	30	41	74	74	48	238	229	151	148
	43%	43%	43%	48%	45%	41%	43%	38%	43%	44%	47%	40%	43%	32%	44%	45%	36%	36%	47%	38%	49%	49%	45%	43%	43%	41%	45%
Neither agree nor disagree	(0) 214	98	116	19	39	47	42	36	30	57	70	47	30	13	30	18	29	17	8	27	28	28	17	114	100	88	59
	20%	18%	21%	15%	23%	23%	23%	22%	13%	21%	23%	22%	13%	25%	21%	17%	30%	16%	12%	25%	19%	19%	16%	21%	19%	24%	18%
Tend to disagree	(-1) 138	69	70	13	28	15	24	27	31	44	36	19	30	9	9	15	16	27	8	10	17	11	15	76	62	49	47
	13%	13%	13%	10%	16%	8%	13%	17%	14%	16%	12%	9%	13%	17%	6%	14%	17%	25%	12%	9%	12%	8%	14%	14%	12%	13%	14%
Strongly disagree	(-2) 101	57	45	12	6	24	13	21	23	20	13	27	32	4	18	6	8	8	8	15	13	11	12	42	59	25	26
	9%	11%	8%	9%	4%	11%	7%	13%	10%	7%	4%	12%	14%	7%	13%	6%	9%	7%	12%	14%	8%	7%	11%	8%	11%	7%	8%
NET: Disagree	240	125	115	25	34	39	37	49	55	64	49	46	62	13	27	21	25	34	16	25	30	22	26	119	121	74	74
	22%	24%	21%	19%	20%	19%	20%	30%	24%	23%	16%	21%	27%	24%	19%	20%	26%	32%	24%	23%	20%	15%	25%	22%	23%	20%	23%
Mean	0.42	0.39	0.45	0.55	0.47	0.44	0.44	0.14	0.48	0.39	0.54	0.40	0.35	0.39	0.43	0.57	0.18	0.30	0.44	0.28	0.45	0.62	0.38	0.43	0.41	0.44	0.43
Agree - Disagree	391	184	208	61	66	80	68	29	87	94	133	78	74	14	57	47	18	22	25	31	62	78	37	198	193	133	120
	36%	35%	38%	47%	38%	39%	37%	18%	38%	33%	44%	36%	32%	27%	41%	44%	19%	20%	39%	28%	42%	52%	35%	36%	36%	36%	37%

Charity Commission Survey

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Absolutes/col percents 11 Apr 2016

Table 20

Q6. I'm now going to read you a list of statements and ask you how much you agree or disagree with each of them.

Base: All respondents

I feel confident donating to a charity even if I haven't heard of them, if it's going to a good cause

	Gender			Age						Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teen
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
NET: Agree	323 30%	176 33%	148 27%	64 49%	65 38%	50 25%	39 21%	35 22%	70 31%	67 24%	89 30%	73 33%	75 33%	19 35%	45 32%	24 22%	23 24%	30 28%	20 32%	31 29%	50 33%	45 30%	37 35%	167 30%	156 29%	107 29%	103 31%
Strongly agree (+2)	92 8%	50 9%	43 8%	15 11%	19 11%	15 7%	10 5%	12 7%	22 10%	14 5%	17 6%	32 15%	23 10%	4 7%	20 14%	3 3%	2 2%	12 11%	5 7%	6 6%	14 9%	18 12%	8 7%	36 7%	56 11%	24 7%	19 6%
Tend to agree (+1)	231 21%	126 24%	105 19%	49 38%	47 27%	35 17%	29 16%	24 15%	48 21%	54 19%	72 24%	41 19%	53 23%	15 28%	26 18%	20 19%	21 21%	18 17%	16 24%	24 23%	36 24%	27 18%	29 27%	131 24%	100 19%	83 22%	83 26%
Neither agree nor disagree (0)	99 9%	50 9%	49 9%	12 9%	9 5%	16 8%	24 13%	17 11%	19 9%	34 12%	32 11%	15 7%	17 8%	6 10%	13 9%	10 10%	11 12%	8 8%	5 8%	5 4%	11 7%	16 11%	14 13%	49 9%	50 9%	32 9%	31 9%
Tend to disagree (-1)	320 29%	146 27%	174 32%	24 19%	63 36%	71 35%	49 27%	52 32%	60 26%	98 35%	85 28%	61 28%	58 25%	15 28%	35 25%	38 35%	28 29%	38 36%	16 25%	29 27%	51 34%	46 31%	24 22%	168 31%	152 28%	113 30%	99 30%
Strongly disagree (-2)	342 32%	160 30%	182 33%	29 22%	36 21%	67 33%	72 39%	58 36%	78 34%	80 29%	95 32%	69 32%	78 34%	15 27%	46 33%	36 33%	35 36%	31 29%	22 35%	43 40%	39 26%	43 28%	33 31%	165 30%	177 33%	119 32%	94 29%
NET: Disagree	662 61%	306 58%	356 64%	54 41%	98 57%	138 68%	121 66%	109 67%	138 61%	178 64%	180 60%	130 60%	136 59%	30 55%	81 58%	73 68%	63 65%	69 64%	39 60%	72 67%	90 60%	89 59%	57 53%	333 61%	329 61%	231 63%	193 59%
Mean	-0.54	-0.45	-0.63	-0.03	-0.29	-0.68	-0.78	-0.74	-0.55	-0.64	-0.57	-0.44	-0.51	-0.41	-0.45	-0.76	-0.75	-0.54	-0.56	-0.73	-0.44	-0.45	-0.41	-0.54	-0.55	-0.59	-0.50
Agree - Disagree	-339 -31%	-130 -24%	-209 -38%	10 8%	-33 -19%	-88 -43%	-82 -45%	-74 -45%	-68 -30%	-111 -40%	-91 -30%	-58 -26%	-60 -26%	-11 -21%	-36 -26%	-50 -46%	-40 -41%	-39 -36%	-18 -29%	-41 -39%	-40 -27%	-43 -29%	-19 -18%	-166 -30%	-172 -32%	-124 -34%	-90 -28%

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Table 22

Q6. I'm now going to read you a list of statements and ask you how much you agree or disagree with each of them.

Base: All respondents

I know very little about how charities are run and managed

	Gender			Age						Social Grade				Region								Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
NET: Agree	616	309	307	72	102	114	104	79	142	133	162	134	145	30	71	58	55	63	37	64	83	82	74	290	325	196	160	
	57%	58%	55%	56%	59%	56%	57%	49%	63%	48%	54%	62%	64%	55%	51%	54%	57%	58%	57%	59%	55%	54%	69%	53%	61%	53%	49%	
Strongly agree	(+2)	253	138	115	23	44	42	47	32	65	45	67	56	64	12	36	20	19	28	14	31	37	34	23	96	157	56	55
		23%	26%	21%	18%	25%	20%	26%	20%	29%	16%	22%	26%	28%	22%	26%	19%	20%	22%	29%	25%	22%	21%	18%	29%	15%	17%	
Tend to agree	(+1)	362	171	191	50	59	72	57	47	77	88	95	78	81	18	35	38	36	35	22	32	46	48	51	194	168	140	105
		33%	32%	35%	38%	34%	35%	31%	29%	34%	31%	32%	36%	35%	33%	25%	35%	38%	33%	35%	30%	31%	32%	47%	35%	31%	38%	32%
Neither agree nor disagree	(0)	136	65	72	17	26	28	18	23	38	47	20	27	8	17	15	13	14	6	13	22	20	9	68	68	47	41	
		13%	12%	13%	13%	15%	13%	10%	14%	10%	14%	16%	9%	12%	15%	12%	14%	14%	13%	10%	12%	15%	13%	8%	12%	13%	13%	13%
Tend to disagree	(-1)	211	102	109	28	28	39	45	37	34	68	70	32	34	11	26	27	19	21	14	16	33	28	15	127	84	82	85
		19%	19%	20%	22%	16%	19%	24%	23%	15%	24%	23%	15%	15%	20%	19%	25%	20%	20%	21%	15%	22%	19%	14%	23%	16%	22%	26%
Strongly disagree	(-2)	122	56	66	12	17	25	16	23	28	40	21	31	22	5	26	8	9	10	8	14	12	21	9	64	58	45	40
		11%	11%	12%	9%	10%	12%	9%	14%	12%	14%	7%	14%	10%	10%	18%	8%	9%	9%	12%	13%	8%	14%	9%	12%	11%	12%	12%
NET: Disagree		333	158	175	40	44	63	61	60	62	108	91	63	56	16	52	35	28	31	22	31	45	49	25	191	142	127	125
		31%	30%	32%	31%	26%	31%	33%	37%	27%	39%	30%	29%	25%	30%	37%	32%	29%	29%	34%	28%	30%	32%	23%	35%	26%	34%	38%
Mean		0.38	0.44	0.33	0.34	0.49	0.33	0.40	0.17	0.52	0.11	0.39	0.44	0.57	0.36	0.22	0.32	0.39	0.46	0.33	0.46	0.42	0.31	0.59	0.24	0.53	0.21	0.16
Agree - Disagree		283	151	132	33	58	51	43	19	80	25	72	71	89	13	19	23	27	32	15	33	38	33	49	99	184	69	35
		26%	28%	24%	25%	34%	25%	24%	12%	35%	9%	24%	33%	39%	25%	14%	21%	28%	29%	23%	31%	25%	22%	46%	18%	34%	19%	11%

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Table 23

Q6. I'm now going to read you a list of statements and ask you how much you agree or disagree with each of them.

Base: All respondents

Charities spend too much of their funds on salaries and administration

	Gender			Age						Social Grade				Region								Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teeer	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
NET: Agree	724 67%	346 65%	378 68%	80 62%	100 58%	122 60%	121 66%	115 71%	185 82%	156 56%	200 67%	164 76%	163 72%	34 63%	101 73%	78 73%	68 71%	74 69%	44 68%	73 68%	81 54%	103 69%	68 63%	350 64%	374 70%	231 62%	202 62%	
Strongly agree	(+2) 445 41%	203 38%	242 44%	35 27%	53 31%	77 37%	70 38%	77 48%	132 58%	76 27%	115 38%	111 51%	115 50%	21 40%	63 45%	47 44%	41 43%	48 44%	29 45%	47 43%	53 35%	52 34%	45 42%	203 37%	241 45%	132 36%	123 38%	
Tend to agree	(+1) 280 26%	143 27%	137 25%	45 35%	47 27%	46 22%	51 28%	38 23%	53 23%	80 29%	85 28%	53 25%	49 21%	12 23%	39 28%	31 29%	27 28%	27 25%	15 23%	26 25%	28 19%	52 34%	23 21%	146 27%	133 25%	99 27%	79 24%	
Neither agree nor disagree	(0) 210 19%	103 19%	107 19%	27 21%	40 23%	51 25%	41 22%	30 18%	18 8%	66 24%	65 22%	39 18%	32 14%	10 19%	24 17%	17 16%	21 22%	22 20%	11 17%	18 17%	36 24%	31 21%	20 19%	114 21%	96 18%	81 22%	68 21%	
Tend to disagree	(-1) 108 10%	59 11%	48 9%	18 14%	25 14%	19 9%	17 9%	13 8%	16 7%	44 16%	28 9%	12 5%	21 9%	6 11%	11 8%	9 8%	5 5%	9 9%	8 12%	12 11%	25 16%	9 6%	14 13%	61 11%	47 9%	43 12%	38 12%	
Strongly disagree	(-2) 43 4%	24 4%	19 4%	5 3%	8 4%	13 6%	4 2%	4 3%	7 3%	13 5%	8 3%	3 1%	11 5%	4 7%	3 2%	3 3%	2 2%	2 2%	2 3%	4 4%	9 6%	7 5%	6 6%	25 5%	18 3%	15 4%	18 6%	
NET: Disagree	151 14%	83 16%	68 12%	22 17%	32 19%	32 15%	22 12%	17 11%	24 10%	57 20%	36 12%	14 7%	32 14%	10 18%	14 10%	12 12%	7 7%	12 11%	10 16%	16 15%	34 22%	16 11%	20 19%	86 16%	65 12%	58 16%	56 17%	
Mean	0.90	0.83	0.96	0.68	0.65	0.75	0.90	1.05	1.26	0.58	0.90	1.19	1.03	0.78	1.05	1.02	1.04	1.00	0.94	0.92	0.60	0.87	0.80	0.80	1.00	0.78	0.77	
Agree - Disagree	574 53%	263 49%	311 56%	58 45%	67 39%	91 44%	99 54%	98 60%	162 71%	99 35%	164 55%	150 69%	131 57%	24 45%	87 63%	66 61%	61 63%	63 58%	34 52%	57 53%	47 31%	87 58%	48 44%	264 48%	310 58%	172 46%	146 45%	

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Table 24

Q6. I'm now going to read you a list of statements and ask you how much you agree or disagree with each of them.

Base: All respondents

Most charities are trustworthy and act in the public interest

	Gender		Age							Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
NET: Agree	667 61%	331 62%	336 61%	90 69%	110 64%	131 64%	113 61%	91 56%	130 57%	178 64%	190 63%	128 59%	135 59%	38 70%	92 66%	73 68%	56 58%	53 49%	42 65%	63 58%	97 65%	88 59%	65 60%	357 65%	310 58%	235 64%	218 67%
Strongly agree	(+2) 165 15%	91 17%	74 13%	32 25%	21 12%	30 15%	24 13%	17 11%	41 18%	34 12%	45 15%	38 17%	40 17%	11 21%	29 21%	13 12%	7 7%	11 11%	14 22%	14 13%	24 16%	23 15%	18 16%	94 17%	71 13%	70 19%	59 18%
Tend to agree	(+1) 502 46%	240 45%	262 47%	58 44%	89 52%	101 49%	89 49%	74 45%	89 39%	144 52%	145 48%	90 41%	95 42%	26 49%	63 45%	59 55%	49 51%	42 39%	28 43%	49 45%	74 49%	65 43%	47 44%	263 48%	239 45%	165 45%	160 49%
Neither agree nor disagree	(0) 194 18%	85 16%	109 20%	19 15%	31 18%	40 19%	32 17%	30 18%	41 18%	55 20%	69 23%	26 12%	38 17%	7 13%	21 15%	17 16%	21 22%	20 19%	8 12%	25 23%	24 16%	34 22%	19 17%	101 18%	93 17%	75 20%	52 16%
Tend to disagree	(-1) 133 12%	65 12%	68 12%	14 10%	23 13%	18 9%	26 14%	23 14%	29 13%	32 12%	27 9%	38 18%	31 14%	6 12%	10 7%	15 14%	12 13%	24 23%	11 17%	10 9%	16 11%	15 10%	13 12%	54 10%	79 15%	33 9%	37 11%
Strongly disagree	(-2) 91 8%	50 9%	41 7%	7 5%	8 5%	16 8%	13 7%	18 11%	27 12%	15 5%	15 5%	25 12%	24 11%	3 6%	16 12%	3 3%	7 7%	10 9%	4 6%	10 9%	13 8%	14 9%	11 11%	38 7%	53 10%	27 7%	20 6%
NET: Disagree	224 21%	116 22%	108 20%	21 16%	31 18%	34 17%	39 21%	41 26%	56 25%	47 17%	41 14%	63 29%	56 24%	9 18%	26 19%	18 17%	20 20%	34 32%	15 23%	20 18%	29 19%	29 19%	24 23%	92 17%	132 25%	60 16%	56 17%
Mean	0.48	0.48	0.47	0.73	0.53	0.54	0.46	0.30	0.39	0.53	0.59	0.35	0.41	0.68	0.57	0.61	0.38	0.19	0.58	0.44	0.53	0.45	0.43	0.58	0.37	0.59	0.61
Agree - Disagree	442 41%	215 40%	228 41%	69 53%	79 46%	97 47%	74 40%	49 31%	74 33%	131 47%	148 49%	64 30%	79 35%	28 52%	66 47%	55 51%	37 38%	19 17%	27 42%	43 40%	68 45%	59 39%	40 37%	265 48%	177 33%	175 47%	162 50%

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Table 25

Q6. I'm now going to read you a list of statements and ask you how much you agree or disagree with each of them.

Base: All respondents

Some of the fundraising methods used by charities make me uncomfortable

	Gender		Age							Social Grade				Region								Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
NET: Agree	799	387	411	63	125	154	139	137	175	223	229	148	163	36	105	79	75	79	48	77	103	114	82	426	373	292	249	
	74%	73%	74%	49%	73%	75%	76%	85%	77%	80%	76%	68%	72%	67%	75%	73%	78%	74%	75%	71%	68%	76%	77%	78%	70%	79%	76%	
Strongly agree	(+2)	481	228	252	35	60	89	90	87	116	128	128	93	109	22	59	49	51	50	31	48	62	58	50	243	237	175	128
		44%	43%	46%	27%	35%	43%	49%	54%	51%	46%	43%	43%	48%	41%	42%	45%	53%	47%	48%	45%	41%	39%	46%	44%	44%	47%	39%
Tend to agree	(+1)	318	159	159	28	65	65	50	50	58	95	101	56	55	14	46	30	24	29	18	28	40	56	32	183	135	117	121
		29%	30%	29%	22%	38%	32%	27%	31%	26%	34%	34%	26%	24%	26%	33%	28%	25%	27%	27%	26%	27%	37%	30%	33%	25%	32%	37%
Neither agree nor disagree	(0)	88	42	47	14	19	13	14	8	19	25	24	12	22	4	10	10	4	10	1	9	18	13	11	35	53	20	21
		8%	8%	8%	11%	11%	6%	7%	5%	9%	9%	8%	6%	10%	7%	7%	9%	4%	9%	1%	8%	12%	9%	10%	6%	10%	5%	6%
Tend to disagree	(-1)	121	65	56	23	21	22	20	12	22	19	33	36	23	8	17	11	13	13	7	14	18	13	7	50	70	35	31
		11%	12%	10%	18%	12%	11%	11%	8%	10%	7%	11%	16%	10%	14%	12%	10%	13%	12%	11%	13%	12%	9%	7%	9%	13%	9%	9%
Strongly disagree	(-2)	77	37	39	29	7	16	10	4	11	12	14	21	20	6	8	8	5	5	8	8	12	10	7	38	39	24	26
		7%	7%	7%	22%	4%	8%	6%	3%	5%	4%	5%	10%	9%	11%	6%	7%	5%	5%	13%	7%	8%	6%	7%	7%	7%	6%	8%
NET: Disagree		198	102	95	52	28	38	30	17	33	31	47	57	43	14	25	19	18	19	15	22	30	23	14	89	109	58	57
		18%	19%	17%	40%	16%	18%	17%	10%	14%	11%	16%	26%	19%	25%	18%	17%	18%	17%	24%	20%	20%	15%	13%	16%	20%	16%	17%
Mean		0.93	0.90	0.96	0.14	0.87	0.92	1.03	1.26	1.09	1.10	0.99	0.75	0.92	0.72	0.93	0.95	1.08	0.98	0.86	0.89	0.82	0.93	1.03	0.99	0.86	1.04	0.90
Agree - Disagree		601	285	316	11	97	116	109	121	142	192	183	92	120	23	80	60	58	61	33	55	73	91	68	337	264	234	192
		55%	54%	57%	9%	56%	57%	59%	74%	63%	69%	61%	42%	53%	42%	57%	56%	60%	56%	51%	51%	48%	61%	63%	61%	49%	63%	59%

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Table 26

Q7. Overall, how important a role do you think charities play in society today?

Base: All respondents

	Gender			Age						Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
Essential	(5) 30%	330 25%	198 36%	30 23%	56 33%	68 33%	60 33%	48 29%	67 29%	111 40%	88 29%	64 29%	50 22%	14 26%	43 31%	39 36%	30 31%	38 35%	28 43%	36 34%	33 22%	38 25%	32 30%	201 37%	130 24%	134 36%	125 38%
Very important	(4) 38%	219 41%	198 36%	60 46%	59 34%	81 40%	73 40%	62 38%	80 35%	88 31%	127 42%	81 37%	98 43%	17 32%	51 36%	37 35%	40 41%	42 39%	21 32%	36 33%	64 43%	69 46%	39 37%	218 40%	198 37%	146 39%	127 39%
Fairly important	(3) 25%	134 25%	139 25%	31 24%	48 28%	49 24%	41 22%	37 23%	64 28%	67 24%	75 25%	55 25%	62 27%	21 40%	33 24%	27 25%	22 22%	21 19%	14 21%	32 29%	42 28%	36 24%	27 25%	110 20%	163 30%	76 21%	63 19%
Not very important	(2) 4%	31 6%	11 2%	6 5%	7 4%	1 1%	7 4%	10 6%	9 4%	12 4%	9 3%	9 4%	12 5%	1 1%	7 5%	3 3%	5 6%	5 5%	2 2%	2 2%	3 2%	5 3%	8 8%	14 3%	28 5%	8 2%	9 3%
Not at all important	(1) 2%	14 3%	3 1%	- -	1 *	5 2%	2 1%	5 3%	5 2%	2 1%	- -	6 3%	5 2%	- -	5 3%	1 1%	- -	2 2%	1 1%	1 1%	4 3%	3 2%	1 1%	2 *	15 3%	2 *	1 *
NET: Essential/ Very important	747 69%	351 66%	396 72%	89 69%	115 67%	150 73%	133 72%	110 68%	147 65%	199 71%	215 72%	144 66%	148 65%	32 59%	94 68%	76 71%	70 72%	80 74%	48 75%	72 67%	97 64%	107 71%	71 66%	419 76%	327 61%	280 76%	252 77%
NET: Not at all/ Not very important	59 5%	45 8%	14 3%	6 5%	8 4%	6 3%	10 5%	15 9%	14 6%	14 5%	9 3%	15 7%	17 7%	1 1%	11 8%	5 4%	5 6%	7 7%	2 3%	3 3%	7 5%	8 5%	10 9%	16 3%	43 8%	10 3%	10 3%
Don't know	6 1%	2 *	4 1%	3 2%	2 1%	- -	- -	- -	2 1%	- -	2 1%	3 1%	1 *	- -	1 1%	- -	- -	- -	- -	1 1%	4 3%	- -	- -	4 1%	2 *	4 1%	2 *
Mean	3.93	3.80	4.05	3.89	3.95	4.01	3.98	3.85	3.87	4.05	3.98	3.87	3.77	3.84	3.88	4.02	3.97	4.00	4.13	3.98	3.81	3.89	3.86	4.10	3.75	4.10	4.13

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Table 27

Q10ai. Have you, or any of your close family or friends, ever received money, support or help from a charity?**Base: All respondents**

	Gender			Age						Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teer
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
Yes	222 20%	85 16%	137 25%	31 24%	40 23%	50 24%	42 23%	31 19%	26 11%	59 21%	58 19%	48 22%	47 20%	12 22%	21 15%	28 26%	24 25%	21 19%	15 23%	33 31%	23 15%	28 18%	18 17%	222 40%	-	222 60%	90 28%
No	858 79%	442 83%	416 75%	99 76%	129 75%	155 75%	142 77%	131 81%	201 88%	220 79%	240 80%	167 77%	181 80%	41 77%	117 84%	79 74%	72 75%	85 79%	49 77%	74 69%	128 85%	123 82%	90 83%	327 60%	530 99%	148 40%	236 72%
Don't know	5 *	5 1%	-	-	4 2%	1 *	-	-	1 *	-	2 1%	2 1%	-	1 1%	2 1%	-	1 1%	2 2%	-	-	-	-	-	-	5 1%	-	-

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Table 28

Q10aii. Have you, or any of your close family or friends, ever benefitted from or used the services of a charity?**Base: All respondents**

	Gender			Age						Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teeer
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
Yes	351 32%	145 27%	206 37%	38 29%	60 35%	90 44%	62 34%	53 32%	46 20%	102 36%	88 29%	73 33%	74 32%	17 32%	34 24%	39 36%	33 34%	33 30%	24 37%	39 36%	42 28%	54 36%	38 35%	351 64%	-	351 95%	142 44%
No	729 67%	383 72%	346 62%	92 71%	111 64%	115 56%	122 66%	107 66%	180 80%	177 63%	212 71%	145 67%	152 67%	37 68%	105 76%	68 64%	63 65%	75 70%	40 63%	69 64%	106 70%	96 64%	70 65%	197 36%	532 99%	18 5%	183 56%
Don't know	5 *	3 1%	2 *	-	2 1%	-	-	2 1%	1 *	1 *	-	-	2 1%	-	-	-	1 1%	-	-	-	3 2%	1 1%	-	2 *	3 1%	1 *	1 *

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Table 29

Q10b. Have you, or any of your close family or friends, ever done any of the following?**Base: All respondents**

	Gender			Age						Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Midlands	West Midlands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/ volun-tee
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
NET: Any	1023	495	528	126	167	193	175	152	206	276	292	199	203	52	128	106	92	104	64	101	139	137	101	545	478	368	324
	94%	93%	95%	97%	97%	94%	95%	94%	91%	99%	97%	91%	89%	97%	92%	99%	95%	97%	99%	94%	92%	91%	94%	99%	89%	99%	99%
Visited a National Trust property	776	372	404	90	119	132	141	125	166	252	229	129	129	41	100	81	83	82	44	76	97	89	85	432	344	292	262
	72%	70%	73%	69%	69%	65%	77%	77%	73%	90%	76%	59%	56%	76%	71%	75%	86%	76%	68%	70%	64%	59%	79%	79%	64%	79%	80%
Visited an art gallery	679	321	358	90	109	120	113	112	135	215	210	110	111	36	80	69	59	64	38	67	114	82	70	390	290	253	246
	63%	60%	65%	69%	63%	59%	62%	69%	59%	77%	70%	51%	49%	66%	58%	65%	61%	59%	59%	62%	76%	54%	65%	71%	54%	68%	75%
Attended a youth club provided by a charity - for example Girl Guides, Scouts or Girls or Boys Brigade	619	291	328	67	108	124	97	92	128	197	186	107	111	32	75	58	57	59	41	60	82	90	67	366	253	249	229
	57%	55%	59%	52%	63%	60%	53%	57%	56%	70%	62%	49%	49%	59%	53%	54%	59%	55%	64%	56%	54%	60%	62%	67%	47%	67%	70%
Gained pleasure from helping/ being a volunteer	617	282	335	87	120	122	105	87	93	190	188	109	98	35	71	63	63	53	38	66	89	78	61	404	212	265	270
	57%	53%	60%	67%	69%	59%	57%	54%	41%	68%	63%	50%	43%	65%	51%	59%	65%	49%	59%	61%	59%	52%	57%	74%	40%	72%	83%
Attended or had a child who attended university	591	289	302	92	109	87	90	90	122	202	172	99	89	28	72	58	59	58	35	46	94	81	61	336	254	204	224
	54%	54%	55%	71%	63%	42%	49%	55%	54%	72%	57%	45%	39%	51%	52%	54%	61%	54%	54%	43%	62%	54%	57%	61%	48%	55%	69%
Used the services of a charity	405	187	218	55	79	91	74	53	52	121	112	83	70	22	47	36	35	42	31	40	58	56	38	319	86	276	164
	37%	35%	39%	43%	46%	44%	40%	32%	23%	43%	37%	38%	31%	41%	34%	33%	36%	39%	49%	38%	39%	37%	35%	58%	16%	75%	50%
Received advice from a charity	376	165	211	37	83	80	72	56	46	108	105	78	67	20	44	36	35	42	25	46	41	56	31	291	85	239	158
	35%	31%	38%	29%	48%	39%	39%	35%	20%	38%	35%	36%	29%	37%	32%	33%	36%	39%	39%	43%	28%	37%	29%	53%	16%	64%	48%
Received support/ help with health/ illnesses/ medical treatment	328	139	189	40	63	65	63	45	52	90	87	75	60	16	40	38	33	39	18	35	32	46	31	247	81	210	128
	30%	26%	34%	31%	37%	32%	35%	28%	23%	32%	29%	35%	26%	30%	29%	35%	35%	36%	28%	32%	21%	30%	29%	45%	15%	57%	39%
Telephoned a charity's information or helpline	300	124	176	27	66	58	59	45	43	91	87	58	53	15	29	29	33	41	22	31	38	36	25	213	87	175	122
	28%	23%	32%	21%	38%	28%	32%	28%	19%	33%	29%	26%	23%	28%	21%	27%	34%	38%	35%	29%	25%	24%	23%	39%	16%	47%	37%
Received emotional support or counselling from a charity	254	98	157	22	56	58	45	38	35	68	65	58	52	12	35	31	24	26	16	33	29	31	18	212	42	190	103
	23%	18%	28%	17%	33%	28%	25%	23%	15%	24%	22%	26%	23%	23%	25%	29%	25%	25%	25%	31%	19%	21%	17%	39%	8%	51%	31%
Been a patient in a local hospice	232	112	120	37	45	41	36	34	39	59	59	61	40	12	37	31	14	17	13	23	37	30	18	152	80	116	83
	21%	21%	22%	29%	26%	20%	20%	21%	17%	21%	20%	28%	18%	23%	26%	29%	14%	15%	21%	21%	25%	20%	17%	28%	15%	31%	26%

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Table 29

Q10b. Have you, or any of your close family or friends, ever done any of the following?**Base: All respondents**

	Gender			Age						Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Midlands	West Midlands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teen
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
Received personal care from charity workers	185 17%	78 15%	108 19%	20 15%	40 23%	40 20%	31 17%	26 16%	26 12%	46 17%	49 16%	52 24%	29 13%	9 17%	22 16%	23 22%	21 22%	19 18%	10 16%	19 18%	21 14%	24 16%	17 16%	159 29%	26 5%	144 39%	68 21%
Benefitted from a charity in any other way	180 17%	83 16%	97 18%	22 17%	49 28%	33 16%	37 20%	17 10%	22 9%	57 20%	46 15%	32 15%	36 16%	10 18%	20 14%	21 20%	15 16%	17 16%	10 16%	18 16%	22 15%	32 21%	15 14%	150 27%	30 6%	122 33%	88 27%
Received financial help from a charity	90 8%	30 6%	60 11%	8 6%	18 11%	17 8%	13 7%	17 11%	16 7%	16 6%	32 11%	18 8%	21 9%	5 10%	10 7%	6 5%	14 15%	10 9%	7 12%	10 9%	8 5%	14 10%	6 6%	75 14%	15 3%	68 18%	33 10%
None of these	61 6%	36 7%	25 5%	4 3%	6 3%	12 6%	9 5%	10 6%	20 9%	4 1%	9 3%	19 9%	25 11%	2 3%	11 8%	1 1%	4 4%	4 3%	1 1%	6 6%	11 8%	14 9%	7 6%	5 1%	56 11%	3 1%	2 1%
Don't know	1 *	1 *	-	-	-	-	-	-	1 *	-	-	-	-	-	-	-	1 1%	-	-	-	-	-	-	-	1 *	-	-

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Table 30

Q10c. Over the past two years, has your trust and confidence in charities increased, decreased or stayed the same?**Base: All respondents**

	Gender			Age						Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teer
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
Increased	66 6%	24 5%	42 8%	14 11%	13 7%	18 9%	9 5%	5 3%	7 3%	16 6%	9 3%	17 8%	18 8%	4 7%	7 5%	5 4%	4 5%	6 6%	3 5%	9 8%	13 9%	11 8%	3 3%	48 9%	19 3%	38 10%	29 9%
Stayed the same	657 61%	324 61%	333 60%	79 61%	113 65%	122 59%	112 61%	95 59%	134 59%	167 60%	189 63%	120 55%	145 63%	33 61%	91 65%	65 60%	58 60%	65 61%	41 64%	69 64%	90 60%	81 54%	65 60%	324 59%	333 62%	212 57%	195 60%
Decreased	360 33%	183 34%	178 32%	36 28%	47 27%	64 31%	62 34%	61 38%	86 38%	97 35%	102 34%	80 37%	65 29%	17 31%	42 30%	38 35%	34 35%	36 34%	20 31%	30 28%	47 31%	58 39%	38 36%	179 32%	182 34%	120 32%	102 31%
Don't know	2 *	* *	1 *	- -	- -	1 1%	- -	* *	- -	- -	- -	- -	- -	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	2 *	- -	- -

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Table 31

Q10d. Why do you think your trust and confidence in charities has increased? And has anything else influenced this change?

Base: All respondents whose trust and confidence in charities has increased

	Gender			Age						Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/ volun-teeer
Unweighted base	63	23	40	10	12	16	10	6	9	23	8	10	16	6	5	5	6	5	4	9	10	10	3	47	16	38	26
Weighted base	66	24	42	14	13	18	9	5	7	16	9	17	18	4	7	5	4	6	3	9	13	11	3	48	19	38	29
Doing a good job/ what they are supposed to do	20 30%	9 35%	12 28%	3 20%	4 32%	3 17%	3 37%	1 29%	5 74%	5 32%	2 22%	5 30%	7 40%	1 36%	1 17%	-	2 34%	4 60%	2 50%	3 30%	2 19%	4 38%	1 44%	13 27%	7 38%	12 32%	9 31%
Began volunteering or working for a charity	20 30%	9 36%	11 27%	12 85%	-	5 26%	2 21%	1 28%	-	1 9%	5 52%	6 35%	5 26%	1 26%	1 20%	2 40%	1 20%	-	2 72%	3 33%	7 52%	1 12%	1 33%	17 35%	3 17%	13 33%	14 50%
Using/ experiencing a charity's services directly	13 20%	3 14%	10 24%	-	3 27%	6 31%	2 23%	2 35%	* 6%	3 20%	1 9%	5 31%	4 23%	1 39%	3 47%	1 18%	1 14%	2 32%	-	2 22%	1 6%	2 22%	-	12 24%	2 10%	12 30%	2 7%
Knowing more about them - e.g. staff, different charities	9 13%	5 20%	4 9%	3 24%	2 14%	-	2 20%	1 28%	1 8%	4 23%	-	3 18%	1 6%	-	2 32%	-	1 12%	1 19%	2 67%	1 8%	-	1 7%	1 33%	4 9%	5 26%	3 9%	4 12%
Someone I know using/ experiencing a charity's services	8 13%	2 8%	7 16%	1 6%	4 28%	1 5%	1 11%	2 43%	-	4 29%	1 9%	-	2 13%	-	-	2 45%	2 50%	1 18%	* 12%	1 9%	-	2 15%	-	8 17%	1 3%	8 21%	4 15%
Good research/ information/ updates	7 10%	3 11%	4 10%	2 16%	2 14%	1 5%	1 13%	-	1 12%	2 13%	1 13%	-	4 21%	* 7%	2 34%	1 15%	1 19%	1 9%	1 17%	-	2 12%	-	-	4 8%	3 17%	2 4%	2 8%
Media stories about a charity/ charities (generally)	4 5%	-	4 9%	1 4%	1 10%	1 3%	1 8%	-	* 7%	2 15%	-	-	-	-	-	-	-	1 21%	1 17%	1 14%	-	* 4%	-	2 4%	2 10%	1 3%	1 3%
They do well with less funding	2 2%	2 7%	-	-	-	2 9%	-	-	-	2 10%	-	-	-	-	-	-	-	-	-	-	2 12%	-	-	2 3%	-	1 2%	1 3%
Media coverage about how charities spend donations - e.g. expenses claims, bonuses etc	1 2%	1 3%	1 1%	-	-	1 7%	-	-	-	1 8%	-	-	-	-	-	-	-	-	-	1 6%	-	-	1 24%	-	1 7%	-	-
Other (specify)	8 13%	1 6%	7 16%	-	5 43%	2 10%	* 5%	-	1 8%	2 15%	* 5%	4 25%	-	* 12%	-	-	-	1 21%	-	1 6%	2 19%	4 31%	-	5 11%	3 16%	2 5%	4 15%
Don't know	2 2%	2 6%	-	2 11%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2 11%	-	-	-	2 8%	-	-

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Table 32

Q10e. Why do you think your trust and confidence in charities has decreased? And has anything else influenced this change?

Base: All respondents whose trust and confidence in charities has decreased

	Gender			Age						Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/ volun-teeer
Unweighted base	359	178	181	24	41	58	68	69	96	145	85	46	67	30	37	33	37	35	33	28	42	51	33	177	182	119	104
Weighted base	360	183	178	36	47	64	62	61	86	97	102	80	65	17	42	38	34	36	20	30	47	58	38	179	182	120	102
Media stories about a charity/ charities (generally)	119 33%	62 34%	57 32%	6 15%	16 34%	24 38%	20 32%	21 34%	32 37%	35 36%	35 34%	30 38%	15 23%	2 15%	13 30%	14 37%	14 41%	17 46%	13 64%	4 12%	14 31%	11 19%	17 45%	56 32%	63 34%	35 29%	33 33%
Media coverage about how charities spend donations - e.g. expenses claims, bonuses etc	115 32%	62 34%	53 30%	14 37%	17 37%	19 29%	19 31%	17 29%	28 32%	32 33%	34 33%	29 36%	15 23%	5 28%	10 23%	14 36%	8 24%	9 24%	8 42%	12 41%	16 35%	25 42%	8 22%	50 28%	65 36%	33 27%	27 27%
Don't trust them/ I distrust/ don't know where the money goes/ waste a lot of money	75 21%	36 20%	38 22%	7 20%	9 19%	14 22%	6 10%	17 28%	20 24%	18 18%	23 23%	12 14%	19 30%	4 27%	7 16%	8 20%	6 19%	4 10%	4 20%	6 20%	12 26%	16 28%	8 20%	40 23%	34 19%	28 24%	24 23%
They use pressurising techniques/ I receive a lot of post from charities	64 18%	27 15%	37 21%	8 21%	3 6%	12 19%	12 19%	10 17%	16 19%	20 21%	14 13%	8 10%	17 26%	4 22%	3 7%	9 24%	9 28%	9 24%	5 25%	7 25%	2 5%	10 18%	5 13%	29 16%	36 20%	24 20%	10 10%
Too much money is spent on advertising/ wages/ administration	54 15%	29 16%	25 14%	5 14%	7 15%	6 10%	7 12%	11 17%	17 20%	14 14%	11 10%	14 17%	12 18%	* 2%	9 21%	5 13%	4 12%	10 28%	3 14%	6 19%	5 10%	6 10%	7 17%	29 16%	25 14%	19 16%	16 16%
The expenses scandal (generally)	30 8%	18 10%	12 7%	3 8%	4 8%	5 8%	4 7%	6 9%	8 9%	13 13%	7 6%	9 11%	1 1%	2 9%	5 13%	- -	2 4%	1 3%	* 2%	- -	9 20%	6 11%	4 11%	12 6%	18 10%	8 7%	8 8%
Don't know if charity bags are a charity/ don't think the money goes to the cause	24 7%	10 5%	14 8%	3 7%	3 5%	6 9%	8 13%	2 4%	3 3%	4 4%	12 12%	2 3%	5 7%	2 9%	2 6%	4 10%	3 9%	2 6%	1 3%	1 4%	1 2%	7 12%	2 4%	19 11%	5 3%	14 12%	11 11%
Too many of them now	19 5%	9 5%	10 5%	1 3%	4 7%	4 7%	3 4%	5 9%	2 3%	4 4%	3 3%	9 11%	4 6%	1 3%	3 7%	3 8%	2 6%	6 15%	* 2%	2 6%	2 5%	- -	- -	8 4%	11 6%	5 4%	7 6%
Someone I know using/ experiencing a charity's services	14 4%	5 3%	9 5%	4 10%	1 2%	2 3%	4 7%	1 1%	3 3%	3 4%	4 4%	6 7%	1 1%	1 8%	2 4%	3 9%	1 4%	- -	- -	1 2%	- -	5 8%	1 2%	9 5%	4 2%	7 6%	4 4%
They need to be become more efficient/ better run/organised	12 3%	9 5%	3 2%	- -	1 3%	3 5%	2 4%	3 6%	2 3%	4 4%	5 5%	1 1%	3 4%	1 6%	2 5%	1 3%	- -	- -	* 2%	1 4%	1 2%	5 8%	1 3%	9 5%	3 2%	6 5%	6 5%
Not enough information/ charity not well known	8 2%	3 1%	5 3%	- -	1 2%	3 5%	1 1%	3 5%	- -	4 4%	4 4%	- -	- -	1 4%	1 3%	- -	1 2%	- -	- -	- -	3 6%	2 3%	1 1%	2 1%	5 3%	2 2%	2 2%

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Table 32

Q10e. Why do you think your trust and confidence in charities has decreased? And has anything else influenced this change?**Base: All respondents whose trust and confidence in charities has decreased**

	Gender			Age						Social Grade					Region								Charity Involvement				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Midlands	West Midlands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee
Weighted base	360	183	178	36	47	64	62	61	86	97	102	80	65	17	42	38	34	36	20	30	47	58	38	179	182	120	102
Using/ experiencing a charity's services directly	7 2%	3 2%	4 2%	1 3%	1 2%	2 3%	2 4%	* 1%	1 1%	3 3%	2 2%	1 1%	1 2%	1 8%	-	-	1 2%	-	-	-	1 2%	3 6%	1 3%	6 3%	1 1%	4 3%	4 4%
Media coverage about private schools being classed as charities	6 2%	3 2%	3 2%	-	1 2%	1 2%	1 2%	-	3 3%	3 3%	2 2%	-	1 2%	* 2%	-	-	1 2%	1 3%	1 4%	-	1 2%	3 4%	-	3 2%	3 2%	3 3%	1 1%
Began volunteering or working for a charity	4 1%	4 2%	-	1 2%	-	2 3%	-	1 1%	-	2 2%	2 2%	-	-	1 5%	1 2%	-	1 4%	-	-	-	-	1 1%	-	2 1%	2 1%	-	2 2%
OTHER (SPECIFY)	54 15%	27 15%	28 16%	11 29%	9 18%	10 16%	9 14%	13 21%	2 2%	12 12%	18 18%	20 25%	2 3%	2 12%	8 20%	4 11%	5 15%	3 9%	3 15%	2 6%	11 23%	10 17%	6 15%	28 16%	26 14%	20 17%	16 16%
Don't know	5 1%	2 1%	3 2%	1 3%	1 2%	-	-	-	3 4%	2 2%	-	2 2%	1 1%	-	1 3%	-	-	2 5%	1 3%	-	1 2%	-	1 3%	3 2%	2 1%	1 *	3 3%

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Table 33

Q8. Do you or any of your close family or friends work for a charity, either as a paid employee, a trustee, a volunteer or member of a charity's executive or management committee?

Base: All respondents

	Gender		Age						Social Grade					Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
NET: Yes	326	147	180	50	59	62	65	39	52	108	101	49	51	18	27	31	35	36	18	30	55	45	32	326	-	147	326
	30%	28%	32%	38%	34%	30%	35%	24%	23%	39%	34%	23%	23%	33%	19%	29%	36%	34%	28%	28%	36%	30%	30%	59%	-	40%	100%
Yes - volunteer	225	89	136	29	42	41	46	26	39	64	66	40	40	12	16	20	22	31	11	15	44	30	23	225	-	100	225
	21%	17%	24%	23%	25%	20%	25%	16%	17%	23%	22%	19%	17%	22%	12%	19%	23%	29%	17%	14%	29%	20%	22%	41%	-	27%	69%
Yes - paid employee	83	38	45	19	21	11	13	12	6	36	25	8	12	6	8	8	8	7	3	13	10	15	5	83	-	40	83
	8%	7%	8%	15%	12%	5%	7%	8%	3%	13%	8%	3%	5%	11%	5%	7%	8%	6%	5%	12%	7%	10%	5%	15%	-	11%	25%
Yes - Trustee	34	18	15	2	3	7	9	4	8	20	8	2	2	2	3	3	3	4	1	6	5	3	5	34	-	17	34
	3%	3%	3%	2%	2%	4%	5%	2%	3%	7%	3%	1%	1%	3%	2%	2%	3%	4%	1%	6%	3%	2%	4%	6%	-	5%	10%
Yes - member of a charity's executive or management committee	27	17	10	3	1	9	6	3	5	8	12	2	3	1	-	5	3	1	3	3	4	3	3	27	-	13	27
	2%	3%	2%	3%	*	5%	3%	2%	2%	3%	4%	1%	1%	2%	-	5%	3%	1%	5%	3%	3%	2%	3%	5%	-	3%	8%
Yes - other (specify)	3	1	2	-	-	2	-	-	1	-	-	2	1	-	1	-	2	-	-	-	-	-	-	3	-	2	3
	*	*	*	-	-	1%	-	-	*	-	-	1%	*	-	*	-	2%	-	-	-	-	-	-	1%	-	1%	1%
No	757	384	373	80	114	143	119	122	174	171	198	168	175	36	113	76	62	71	47	77	95	104	75	221	535	221	-
	70%	72%	67%	62%	66%	70%	65%	75%	77%	61%	66%	77%	77%	67%	81%	71%	64%	66%	72%	72%	63%	69%	70%	40%	100%	60%	-
Don't know	2	1	1	-	-	-	-	1	1	-	1	-	1	-	-	-	-	-	-	-	1	1	-	2	-	2	-
	*	*	*	-	-	-	-	1%	*	-	*	-	*	-	-	-	-	-	-	-	1%	1%	-	*	-	1%	-

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Table 34
Q13a. Have you ever heard of the Charity Commission?
Base: All respondents

	Gender			Age						Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teeer
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
Yes	542 50%	288 54%	254 46%	30 23%	67 39%	89 43%	116 63%	106 65%	132 58%	182 65%	161 53%	91 42%	97 43%	23 43%	71 51%	55 51%	48 50%	51 47%	33 51%	53 49%	76 50%	73 49%	58 54%	315 57%	227 42%	210 57%	198 61%
No	537 49%	241 45%	296 53%	100 77%	103 60%	116 57%	68 37%	54 33%	93 41%	97 35%	138 46%	125 58%	129 57%	30 56%	68 49%	52 49%	48 50%	54 50%	31 49%	53 50%	74 49%	76 50%	49 46%	230 42%	307 57%	156 42%	126 39%
Don't know	6 1%	3 1%	4 1%	- -	2 1%	- -	- -	2 1%	2 1%	1 *	1 *	2 1%	2 1%	* 1%	- -	- -	- -	3 2%	- -	1 1%	1 1%	1 1%	- -	5 1%	2 *	4 1%	2 1%

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Table 35

Q13b. How well, if at all, do you feel you know the Charity Commission and what it does?

Base: All respondents aware of the Charity Commission

	Gender			Age						Social Grade					Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee	
Unweighted base	583	307	276	23	67	88	130	116	157	279	137	55	99	48	66	55	56	54	55	53	69	70	57	343	240	226	223	
Weighted base	542	288	254	30	67	89	116	106	132	182	161	91	97	23	71	55	48	51	33	53	76	73	58	315	227	210	198	
NET: Very/ Fairly well	147 27%	82 28%	65 26%	6 19%	16 24%	21 23%	35 31%	32 30%	35 26%	63 35%	31 19%	22 24%	27 27%	9 37%	29 40%	18 33%	13 28%	9 18%	10 30%	17 32%	15 20%	17 23%	11 18%	97 31%	51 22%	63 30%	67 34%	
Very well	(4) 5%	28 7%	20 3%	9 7%	2 6%	4 4%	4 5%	6 4%	4 7%	9 7%	12 5%	8 1%	1 6%	5 9%	2 5%	4 8%	5 2%	1 2%	2 7%	5 10%	3 4%	4 6%	1 2%	22 7%	7 3%	12 6%	18 9%	
Fairly well	(3) 22%	119 22%	62 22%	57 22%	4 12%	12 18%	17 19%	30 26%	28 26%	51 28%	23 15%	21 23%	21 22%	7 28%	25 35%	14 25%	12 26%	8 16%	7 22%	12 22%	12 16%	13 18%	10 16%	75 24%	44 19%	51 24%	49 25%	
Not very well	(2) 47%	255 45%	131 49%	125 49%	15 49%	35 52%	43 48%	61 52%	44 42%	59 45%	83 45%	89 55%	40 45%	38 39%	10 45%	27 37%	23 42%	23 48%	17 52%	21 39%	40 53%	35 48%	32 54%	149 47%	106 47%	97 46%	94 47%	
Not at all well	(1) 25%	138 26%	74 25%	64 25%	10 32%	16 24%	26 29%	20 17%	30 28%	37 28%	36 20%	40 25%	28 31%	32 32%	4 18%	16 23%	14 26%	11 24%	14 29%	6 18%	15 29%	21 27%	20 27%	16 28%	68 22%	70 31%	49 23%	37 19%
NET: Not at all/ Not very well	393 73%	205 71%	188 74%	24 81%	51 76%	68 77%	80 69%	74 70%	96 73%	119 65%	129 81%	69 76%	70 72%	15 63%	43 60%	37 67%	35 72%	42 82%	23 70%	36 68%	61 80%	55 75%	48 82%	217 69%	176 78%	146 69%	131 66%	
Don't know	1 *	1 *	-	-	-	-	-	-	1 1%	-	-	-	1 1%	-	-	-	-	-	-	-	-	1 2%	-	1 *	-	1 1%	-	
Mean	2.07	2.10	2.04	1.94	2.06	1.99	2.19	2.07	2.05	2.21	1.99	1.93	2.00	2.29	2.23	2.16	2.07	1.91	2.19	2.14	1.97	2.02	1.92	2.16	1.94	2.13	2.24	

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Table 36

Q13c. On a scale of 0-10 where 10 means you trust it completely and 0 means you don't trust it at all, how much trust and confidence do you have in the Charity Commission?

Base: All respondents aware of the Charity Commission

	Gender			Age						Social Grade				Region								Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Midlands	West Midlands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee	
Unweighted base	583	307	276	23	67	88	130	116	157	279	137	55	99	48	66	55	56	54	55	53	69	70	57	343	240	226	223	
Weighted base	542	288	254	30	67	89	116	106	132	182	161	91	97	23	71	55	48	51	33	53	76	73	58	315	227	210	198	
Trust them completely	(10)	12 2%	5 2%	8 3%	- -	1 1%	- -	5 5%	2 2%	4 3%	2 1%	2 1%	5 2%	2 5%	1 1%	3 5%	- -	1 2%	2 5%	2 4%	- -	- -	1 2%	9 3%	3 1%	5 2%	8 4%	
9	(9)	17 3%	6 2%	11 4%	1 3%	1 1%	6 6%	2 2%	2 2%	5 4%	8 5%	5 3%	2 3%	2 2%	1 3%	1 1%	2 4%	2 3%	1 2%	5 9%	2 2%	2 3%	2 3%	12 4%	6 3%	7 3%	9 4%	
8	(8)	64 12%	33 12%	30 12%	3 10%	10 15%	7 8%	15 13%	10 10%	16 12%	32 18%	12 7%	9 10%	10 10%	4 18%	13 18%	5 8%	5 10%	2 5%	2 6%	10 19%	8 11%	6 12%	10 17%	47 15%	16 7%	35 17%	27 14%
7	(7)	81 15%	50 17%	31 12%	4 13%	9 14%	12 14%	23 20%	15 15%	17 13%	27 16%	10 17%	13 11%	3 14%	14 20%	4 8%	5 11%	7 14%	3 9%	10 19%	16 21%	12 16%	6 11%	41 13%	39 17%	28 13%	29 15%	
6	(6)	70 13%	39 13%	31 12%	7 24%	6 9%	10 12%	17 15%	17 16%	12 9%	26 14%	17 11%	15 17%	11 11%	2 7%	6 8%	9 16%	9 18%	7 14%	3 9%	5 10%	10 13%	9 12%	11 18%	47 15%	22 10%	26 13%	32 16%
5	(5)	177 33%	83 29%	94 37%	11 37%	25 38%	36 40%	35 30%	26 25%	44 33%	48 26%	68 42%	21 24%	38 39%	7 30%	14 20%	21 39%	19 39%	21 41%	16 47%	11 20%	19 25%	35 47%	16 27%	101 32%	76 34%	73 35%	56 28%
4	(4)	46 8%	24 8%	22 9%	3 8%	8 12%	5 6%	6 5%	13 12%	11 8%	15 8%	12 8%	11 12%	5 5%	2 8%	7 10%	4 7%	2 3%	4 7%	4 13%	1 2%	9 12%	3 4%	10 17%	23 7%	22 10%	14 7%	15 8%
3	(3)	26 5%	17 6%	9 4%	1 3%	4 6%	3 3%	5 4%	8 7%	5 4%	7 4%	11 7%	6 7%	1 1%	- -	5 7%	3 6%	4 9%	2 3%	* 1%	4 7%	6 7%	1 1%	1 2%	12 4%	14 6%	8 4%	7 4%
2	(2)	19 4%	12 4%	7 3%	- -	2 3%	2 2%	2 2%	6 6%	7 5%	6 3%	5 3%	3 3%	5 5%	1 3%	4 6%	- -	- -	5 9%	2 7%	3 5%	3 4%	1 1%	1 2%	10 3%	9 4%	7 3%	7 4%
1	(1)	8 1%	5 2%	3 1%	- -	* 1%	2 2%	- -	- -	6 4%	4 2%	- -	2 2%	1 1%	- -	2 3%	1 1%	1 1%	1 1%	* 1%	- -	1 1%	1 1%	2 3%	3 1%	5 2%	3 1%	2 1%
Don't trust them at all	(0)	23 4%	15 5%	7 3%	- -	- -	6 6%	4 4%	6 5%	7 5%	5 3%	2 1%	9 9%	7 7%	2 9%	4 5%	4 7%	3 6%	1 1%	- -	2 4%	2 3%	2 3%	3 5%	8 3%	14 6%	5 3%	5 3%
NET: 8-10		93 17%	44 15%	49 19%	4 14%	12 17%	13 15%	23 20%	15 14%	25 19%	43 24%	18 11%	13 15%	17 17%	7 31%	14 20%	10 17%	6 13%	5 9%	4 13%	17 33%	10 13%	10 14%	9 15%	68 22%	25 11%	46 22%	43 22%
NET: 3-7		399 74%	212 73%	188 74%	26 86%	53 79%	66 75%	86 74%	79 75%	88 67%	136 68%	64 85%	68 70%	13 69%	47 66%	41 75%	39 80%	40 79%	26 79%	30 58%	60 79%	59 81%	44 75%	225 72%	174 77%	149 71%	140 71%	
NET: 0-2		50 9%	33 11%	17 7%	- -	2 3%	10 11%	7 6%	12 11%	19 15%	15 8%	6 4%	14 15%	13 13%	3 13%	10 14%	4 8%	3 7%	6 12%	3 8%	5 10%	6 8%	4 5%	6 10%	22 7%	28 12%	15 7%	15 7%
Mean		5.47	5.33	5.62	5.80	5.57	5.29	5.87	5.25	5.26	5.77	5.49	4.99	5.40	5.83	5.32	5.42	5.29	5.24	5.36	6.11	5.39	5.62	5.26	5.73	5.10	5.70	5.81

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Table 37

Q13d. Why do you say that?**Base: All respondents aware of the Charity Commission**

	Gender			Age							Social Grade				Region										Charity Involvement			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teen	
Unweighted base	583	307	276	23	67	88	130	116	157	279	137	55	99	48	66	55	56	54	55	53	69	70	57	343	240	226	223	
Weighted base	542	288	254	30	67	89	116	106	132	182	161	91	97	23	71	55	48	51	33	53	76	73	58	315	227	210	198	
Don't know	542	288	254	30	67	89	116	106	132	182	161	91	97	23	71	55	48	51	33	53	76	73	58	315	227	210	198	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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Table 38

Q14. The Charity Commission is an independent body responsible for registering and regulating charities in England and Wales. They register applicants for registration as a charity after examining their purposes, accounts and structure. They regulate charities by ensuring they stay within the law and are run for the public benefit, and by investigating any allegations of wrong-doing by charities.

How important do you personally regard this role?

Base: All respondents

	Gender			Age							Social Grade				Region								Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee		
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338		
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326		
Essential	(5)	617 57%	290 55%	327 59%	70 54%	99 58%	116 56%	107 58%	102 63%	123 54%	182 65%	182 61%	117 54%	114 50%	32 59%	84 60%	62 58%	63 65%	60 56%	37 57%	65 60%	73 49%	97 64%	45 42%	345 63%	273 51%	232 63%	203 62%	
Very important	(4)	337 31%	170 32%	167 30%	32 25%	53 30%	68 33%	60 32%	44 27%	76 33%	73 26%	90 30%	71 33%	79 34%	13 25%	44 32%	34 32%	24 25%	34 32%	22 33%	30 28%	55 37%	34 22%	47 44%	159 29%	178 33%	112 30%	91 28%	
Fairly important	(3)	107 10%	55 10%	52 9%	25 20%	18 11%	20 10%	12 7%	15 9%	16 7%	18 6%	25 8%	27 13%	29 13%	9 17%	10 7%	10 9%	8 8%	12 11%	3 5%	10 9%	20 13%	13 9%	13 12%	40 7%	67 13%	22 6%	27 8%	
Not very important	(2)	9 1%	4 1%	5 1%	1 1%	1 1%	- -	3 1%	1 1%	3 1%	3 1%	1 *	- -	2 1%	- -	- -	1 1%	1 1%	1 1%	1 2%	2 2%	1 1%	2 1%	1 1%	1 1%	4 1%	5 1%	2 *	3 1%
Not at all important	(1)	13 1%	10 2%	3 1%	1 1%	1 *	1 1%	3 1%	1 *	6 3%	3 1%	2 1%	2 1%	4 2%	- -	1 1%	1 1%	1 1%	2 2%	- -	2 1%	4 3%	1 1%	2 1%	10 2%	2 *	10 2%	2 *	1 *
NET: Essential/ Very important		954 88%	460 87%	494 89%	102 79%	152 88%	184 90%	166 91%	146 90%	199 88%	255 91%	272 91%	188 87%	192 84%	45 83%	128 92%	96 90%	87 90%	94 88%	58 91%	95 88%	128 85%	131 87%	92 86%	503 92%	451 84%	344 93%	295 90%	
NET: Not at all/ Not very important		22 2%	14 3%	8 1%	2 2%	2 1%	1 1%	5 3%	2 1%	9 4%	6 2%	3 1%	2 1%	7 3%	- -	1 1%	2 2%	2 2%	2 2%	3 4%	2 2%	3 2%	6 4%	2 2%	6 1%	16 3%	3 1%	4 1%	
Don't know		2 *	2 *	- -	- -	- -	- -	- -	2 1%	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	1 1%	1 1%	1 *	2 *	1 *	1 *		
Mean		4.42	4.37	4.46	4.30	4.44	4.45	4.45	4.51	4.36	4.54	4.49	4.39	4.29	4.42	4.51	4.45	4.52	4.41	4.41	4.48	4.30	4.45	4.25	4.53	4.31	4.55	4.52	

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Table 39

Q14f. Have you used the Charity Commission's website in the past year?**Base: All respondents aware of the Charity Commission**

	Gender			Age						Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teeer
Unweighted base	583	307	276	23	67	88	130	116	157	279	137	55	99	48	66	55	56	54	55	53	69	70	57	343	240	226	223
Weighted base	542	288	254	30	67	89	116	106	132	182	161	91	97	23	71	55	48	51	33	53	76	73	58	315	227	210	198
Yes	35 7%	22 8%	14 5%	2 7%	5 8%	7 8%	6 5%	6 6%	9 7%	19 10%	9 6%	5 6%	1 1%	3 12%	7 10%	4 7%	3 6%	2 3%	2 5%	4 8%	5 7%	4 5%	3 5%	28 9%	7 3%	17 8%	23 12%
No	506 93%	267 92%	240 95%	28 93%	62 92%	82 92%	109 95%	100 94%	124 93%	163 90%	151 94%	85 94%	96 99%	21 88%	64 90%	51 93%	46 94%	49 97%	32 95%	49 92%	71 93%	70 95%	56 95%	287 91%	219 97%	193 92%	175 88%

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Table 40

Q14g. Thinking about charities in general, to what extent do you agree or disagree with each of the following statements?

Base: All respondents aware of the Charity Commission

Summary table

	Charities are effective at bringing about social change	Charities are unprofessional	It is crucial that charities demonstrate how they benefit the public	It is important to me that charities explain in a published annual report what they have actually achieved	It is important to me that charities provide the public with information about how they spend their money	Charities provide society with something unique
Unweighted base	583	583	583	583	583	583
Weighted base	542	542	542	542	542	542
NET: Agree	354 65%	83 15%	494 91%	503 93%	525 97%	403 74%
Strongly agree (+2)	100 18%	22 4%	337 62%	357 66%	418 77%	201 37%
Tend to agree (+1)	254 47%	61 11%	157 29%	147 27%	108 20%	202 37%
Neither agree nor disagree (0)	126 23%	88 16%	27 5%	19 3%	12 2%	81 15%
Tend to disagree (-1)	43 8%	223 41%	15 3%	15 3%	2 *	39 7%
Strongly disagree (-2)	18 3%	142 26%	5 1%	4 1%	2 *	17 3%
NET: Disagree	61 11%	365 67%	19 4%	19 4%	5 1%	56 10%
Don't know	- -	6 1%	1 *	1 *	- -	2 *
Mean	0.69	-0.75	1.49	1.55	1.73	0.98
Agree - Disagree	293 54%	-282 -52%	475 88%	484 89%	521 96%	347 64%

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Table 41

Q14g. Thinking about charities in general, to what extent do you agree or disagree with each of the following statements?

Base: All respondents aware of the Charity Commission

Charities are effective at bringing about social change

	Gender			Age						Social Grade					Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Midlands	West Midlands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teeer	
Unweighted base	583	307	276	23	67	88	130	116	157	279	137	55	99	48	66	55	56	54	55	53	69	70	57	343	240	226	223	
Weighted base	542	288	254	30	67	89	116	106	132	182	161	91	97	23	71	55	48	51	33	53	76	73	58	315	227	210	198	
NET: Agree	354	162	192	21	48	59	82	63	82	123	102	56	67	15	44	37	31	38	25	34	47	49	34	230	125	154	147	
	65%	56%	76%	70%	71%	66%	71%	60%	62%	68%	64%	62%	69%	63%	62%	67%	63%	75%	75%	65%	62%	67%	59%	73%	55%	73%	75%	
Strongly agree	(+2)	100	46	54	6	19	20	22	14	19	36	28	12	24	4	13	13	8	11	5	11	9	14	12	73	27	52	46
		18%	16%	21%	21%	29%	22%	19%	14%	14%	20%	17%	13%	24%	17%	18%	24%	16%	21%	14%	21%	13%	20%	21%	23%	12%	25%	23%
Tend to agree	(+1)	254	116	138	15	29	39	60	49	63	87	75	44	44	11	31	24	23	27	20	23	38	35	22	157	98	102	101
		47%	40%	54%	49%	43%	44%	52%	46%	48%	48%	47%	48%	45%	47%	44%	43%	47%	54%	60%	44%	50%	48%	38%	50%	43%	49%	51%
Neither agree nor disagree	(0)	126	78	49	6	12	18	27	31	30	39	42	23	20	5	20	10	12	9	6	13	20	16	15	59	68	40	32
		23%	27%	19%	20%	18%	20%	24%	30%	23%	21%	26%	25%	21%	21%	28%	18%	26%	18%	17%	25%	27%	22%	26%	19%	30%	19%	16%
Tend to disagree	(-1)	43	34	9	3	5	9	5	5	15	15	14	7	5	3	3	7	3	2	2	4	6	7	6	23	20	14	17
		8%	12%	4%	10%	8%	11%	4%	5%	11%	8%	9%	7%	5%	11%	5%	13%	5%	3%	7%	7%	8%	10%	11%	7%	9%	6%	9%
Strongly disagree	(-2)	18	14	4	-	2	2	2	7	6	5	2	6	5	1	4	1	3	2	*	2	2	1	3	4	14	3	2
		3%	5%	2%	-	3%	3%	2%	6%	4%	3%	1%	6%	5%	4%	5%	2%	6%	4%	1%	3%	2%	1%	5%	1%	6%	1%	1%
NET: Disagree		61	48	13	3	7	12	7	11	20	20	16	12	10	4	7	8	5	4	3	6	8	8	9	27	34	17	19
		11%	17%	5%	10%	11%	13%	6%	11%	15%	11%	10%	14%	10%	15%	10%	15%	11%	7%	8%	10%	11%	15%	9%	15%	8%	9%	
Mean		0.69	0.51	0.90	0.81	0.87	0.73	0.82	0.56	0.56	0.74	0.70	0.55	0.77	0.61	0.66	0.73	0.62	0.86	0.79	0.72	0.62	0.75	0.60	0.86	0.46	0.89	0.87
Agree - Disagree		293	114	179	18	41	47	75	52	61	103	86	43	57	11	37	29	25	34	22	29	39	41	25	203	91	138	129
		54%	40%	71%	60%	61%	53%	65%	49%	46%	57%	54%	48%	59%	48%	53%	52%	52%	68%	66%	54%	52%	56%	43%	64%	40%	65%	65%

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Table 42

Q14g. Thinking about charities in general, to what extent do you agree or disagree with each of the following statements?

Base: All respondents aware of the Charity Commission

Charities are unprofessional

	Gender			Age						Social Grade				Region								Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teen	
Unweighted base	583	307	276	23	67	88	130	116	157	279	137	55	99	48	66	55	56	54	55	53	69	70	57	343	240	226	223	
Weighted base	542	288	254	30	67	89	116	106	132	182	161	91	97	23	71	55	48	51	33	53	76	73	58	315	227	210	198	
NET: Agree	83	48	36	1	5	12	11	25	29	18	20	26	16	6	9	7	8	8	8	9	8	13	7	42	41	28	28	
	15%	16%	14%	4%	7%	14%	10%	24%	22%	10%	12%	29%	17%	24%	13%	13%	16%	16%	23%	18%	10%	18%	13%	13%	18%	13%	14%	
Strongly agree	(+2)	22	18	4	1	*	2	1	7	10	5	5	7	4	1	6	3	1	1	3	2	-	4	-	8	14	4	5
		4%	6%	1%	4%	1%	3%	1%	7%	7%	3%	3%	7%	4%	5%	9%	6%	2%	2%	8%	5%	-	6%	-	2%	6%	2%	3%
Tend to agree	(+1)	61	29	32	-	4	10	10	18	19	14	15	19	12	4	3	4	7	7	5	7	8	9	7	35	26	24	22
		11%	10%	13%	-	6%	11%	9%	17%	14%	7%	9%	21%	13%	19%	4%	7%	14%	14%	15%	13%	10%	12%	13%	11%	12%	11%	11%
Neither agree nor disagree	(0)	88	55	34	-	12	16	17	20	23	30	25	13	16	3	19	11	8	9	5	4	17	3	9	41	47	29	26
		16%	19%	13%	-	17%	18%	14%	19%	18%	16%	14%	17%	12%	26%	21%	16%	18%	16%	8%	22%	4%	15%	13%	21%	14%	13%	
Tend to disagree	(-1)	223	120	103	18	27	36	49	46	45	71	82	35	33	8	22	20	18	14	10	25	38	42	25	126	96	79	81
		41%	41%	41%	60%	39%	41%	42%	43%	34%	39%	51%	39%	34%	35%	31%	36%	37%	27%	32%	46%	51%	57%	44%	40%	43%	38%	41%
Strongly disagree	(-2)	142	64	78	11	25	24	37	15	30	62	32	17	30	7	21	14	15	18	10	14	12	15	15	102	41	72	62
		26%	22%	31%	36%	36%	28%	32%	14%	23%	34%	20%	19%	30%	29%	30%	26%	31%	36%	29%	26%	16%	21%	26%	32%	18%	34%	31%
NET: Disagree		365	184	181	29	51	61	86	61	76	133	113	52	63	15	43	34	33	32	20	38	51	57	41	228	137	151	143
		67%	64%	71%	96%	76%	69%	75%	57%	57%	73%	71%	57%	64%	65%	61%	62%	68%	63%	60%	73%	67%	78%	70%	72%	60%	72%	72%
Don't know		6	2	3	-	-	-	1	-	5	1	2	-	2	-	-	2	-	1	-	1	-	-	2	4	2	3	2
		1%	1%	1%	-	-	-	1%	-	3%	*	1%	-	2%	-	-	4%	-	2%	-	1%	-	-	3%	1%	1%	1%	1%
Mean		-0.75	-0.64	-0.88	-1.25	-1.05	-0.80	-0.97	-0.41	-0.53	-0.95	-0.76	-0.40	-0.75	-0.65	-0.69	-0.71	-0.81	-0.83	-0.58	-0.77	-0.74	-0.76	-0.86	-0.90	-0.54	-0.92	-0.88
Agree - Disagree		-282	-136	-146	-28	-47	-49	-75	-36	-47	-115	-94	-26	-46	-9	-34	-27	-25	-24	-12	-29	-43	-44	-34	-185	-96	-123	-115
		-52%	-47%	-57%	-93%	-69%	-55%	-65%	-34%	-35%	-63%	-58%	-29%	-48%	-41%	-48%	-49%	-52%	-47%	-37%	-55%	-57%	-60%	-57%	-59%	-42%	-59%	-58%

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Table 43

Q14g. Thinking about charities in general, to what extent do you agree or disagree with each of the following statements?**Base: All respondents aware of the Charity Commission****It is crucial that charities demonstrate how they benefit the public**

	Gender			Age						Social Grade					Region										Charity Involvement			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Midlands	West Midlands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee	
Unweighted base	583	307	276	23	67	88	130	116	157	279	137	55	99	48	66	55	56	54	55	53	69	70	57	343	240	226	223	
Weighted base	542	288	254	30	67	89	116	106	132	182	161	91	97	23	71	55	48	51	33	53	76	73	58	315	227	210	198	
NET: Agree	494	251	243	28	60	88	105	90	120	170	145	80	89	23	63	53	44	47	31	46	66	72	49	296	198	199	183	
	91%	87%	96%	93%	90%	99%	91%	85%	91%	93%	90%	88%	91%	99%	88%	96%	91%	93%	92%	87%	88%	98%	84%	94%	87%	94%	93%	
Strongly agree	(+2)	337	164	173	12	37	63	73	65	87	119	103	47	60	19	42	36	30	30	21	33	45	47	35	208	129	131	135
		62%	57%	68%	41%	54%	71%	64%	61%	66%	65%	64%	52%	62%	83%	58%	65%	62%	60%	64%	62%	59%	64%	60%	66%	57%	62%	68%
Tend to agree	(+1)	157	87	70	16	24	24	32	25	33	51	42	33	29	4	21	17	14	16	9	14	22	25	14	88	69	68	49
		29%	30%	28%	53%	35%	27%	28%	24%	25%	28%	26%	36%	29%	16%	30%	32%	29%	32%	28%	26%	28%	35%	25%	28%	30%	32%	25%
Neither agree nor disagree	(0)	27	22	6	-	2	1	7	10	7	6	6	7	7	-	6	1	2	3	*	6	6	1	2	13	14	7	10
		5%	7%	2%	-	3%	1%	6%	9%	5%	3%	4%	8%	7%	-	8%	1%	5%	5%	1%	11%	8%	2%	4%	4%	6%	3%	5%
Tend to disagree	(-1)	15	11	3	2	5	-	2	2	3	4	7	2	1	-	1	1	1	1	1	2	-	6	4	10	4	2	
		3%	4%	1%	7%	7%	-	2%	2%	2%	5%	2%	2%	1%	-	2%	3%	2%	2%	2%	2%	-	10%	1%	5%	2%	1%	
Strongly disagree	(-2)	5	4	1	-	-	-	*	3	1	1	1	2	1	*	1	-	1	-	1	2	-	-	*	5	*	*	
		1%	1%	1%	-	-	-	*	3%	1%	1%	1%	2%	1%	1%	2%	-	1%	-	3%	-	2%	-	-	*	2%	*	
NET: Disagree		19	15	4	2	5	-	3	6	4	6	9	4	1	*	3	1	2	1	2	1	4	-	6	5	15	5	3
		4%	5%	2%	7%	7%	-	2%	6%	3%	3%	5%	4%	1%	1%	4%	3%	4%	2%	5%	2%	5%	-	10%	1%	7%	2%	1%
Don't know		1	1	1	-	-	-	1	-	1	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-	1	1	
		*	*	*	-	-	-	*	-	*	*	-	-	-	-	-	-	-	-	2%	-	-	-	1%	*	-	*	1%
Mean		1.49	1.38	1.62	1.27	1.37	1.70	1.53	1.38	1.53	1.49	1.33	1.51	1.78	1.41	1.58	1.49	1.51	1.50	1.47	1.40	1.62	1.35	1.59	1.35	1.55	1.60	
Agree - Disagree		475	236	239	26	56	88	103	84	116	164	136	76	88	23	60	51	42	46	29	45	63	72	43	292	183	194	181
		88%	82%	94%	87%	83%	99%	89%	80%	88%	90%	85%	84%	90%	97%	84%	94%	88%	91%	87%	86%	83%	98%	74%	93%	81%	92%	91%

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Table 44

Q14g. Thinking about charities in general, to what extent do you agree or disagree with each of the following statements?

Base: All respondents aware of the Charity Commission

It is important to me that charities explain in a published annual report what they have actually achieved

	Gender			Age						Social Grade					Region								Charity Involvement				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee
Unweighted base	583	307	276	23	67	88	130	116	157	279	137	55	99	48	66	55	56	54	55	53	69	70	57	343	240	226	223
Weighted base	542	288	254	30	67	89	116	106	132	182	161	91	97	23	71	55	48	51	33	53	76	73	58	315	227	210	198
NET: Agree	503	262	242	24	61	85	106	98	128	166	144	87	95	22	66	53	45	47	32	51	70	68	50	296	207	199	185
	93%	91%	95%	80%	90%	95%	92%	93%	97%	91%	89%	96%	98%	96%	92%	96%	93%	93%	96%	96%	93%	93%	85%	94%	91%	95%	94%
Strongly agree	(+2) 357	182	175	16	32	50	77	76	105	123	101	52	72	17	46	32	31	37	26	41	48	46	33	208	149	134	131
	66%	63%	69%	53%	48%	56%	67%	72%	79%	67%	63%	57%	74%	75%	64%	59%	64%	73%	79%	77%	63%	62%	56%	66%	65%	64%	66%
Tend to agree	(+1) 147	80	67	8	29	35	29	22	23	44	43	35	23	5	20	21	14	10	6	10	22	22	17	88	59	65	54
	27%	28%	26%	27%	42%	40%	25%	21%	17%	24%	27%	38%	24%	21%	28%	38%	29%	20%	17%	20%	30%	30%	28%	28%	26%	31%	27%
Neither agree nor disagree	(0) 19	13	6	1	3	2	5	5	3	7	8	2	2	-	1	-	4	3	*	1	4	2	4	10	8	7	7
	3%	5%	2%	3%	4%	2%	4%	5%	2%	4%	5%	2%	2%	-	2%	-	7%	6%	1%	1%	6%	3%	6%	3%	4%	3%	4%
Tend to disagree	(-1) 15	9	6	5	4	1	4	-	1	6	8	2	-	1	2	1	-	-	1	1	1	2	5	6	9	4	3
	3%	3%	2%	17%	6%	1%	4%	-	1%	3%	5%	2%	-	4%	3%	2%	-	-	2%	2%	2%	3%	8%	2%	4%	2%	2%
Strongly disagree	(-2) 4	3	*	-	-	1	1	2	-	3	1	-	-	-	2	1	-	*	-	-	-	1	-	2	2	*	2
	1%	1%	*	-	-	1%	1	2%	-	1%	-	-	-	-	3%	1%	-	1%	-	-	-	1%	-	1%	1%	*	1%
NET: Disagree	19	13	6	5	4	2	5	2	1	8	9	2	-	1	4	2	-	*	1	1	1	3	5	8	11	4	5
	4%	4%	3%	17%	6%	2%	4%	2%	1%	5%	6%	2%	-	4%	6%	4%	-	1%	2%	2%	2%	5%	8%	3%	5%	2%	3%
Don't know	1	1	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	1	1
	*	*	-	-	-	-	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-	1%	*	-	*	*
Mean	1.55	1.49	1.61	1.15	1.32	1.48	1.54	1.60	1.76	1.53	1.46	1.51	1.72	1.66	1.48	1.50	1.56	1.64	1.73	1.71	1.54	1.49	1.35	1.57	1.51	1.57	1.57
Agree - Disagree	484	249	235	19	57	83	101	95	127	158	135	85	95	21	61	51	45	47	31	50	69	65	45	288	196	195	180
	89%	86%	93%	62%	84%	93%	88%	90%	96%	87%	84%	94%	98%	91%	86%	93%	93%	92%	94%	94%	91%	88%	77%	91%	87%	93%	91%

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Table 45

Q14g. Thinking about charities in general, to what extent do you agree or disagree with each of the following statements?

Base: All respondents aware of the Charity Commission

It is important to me that charities provide the public with information about how they spend their money

	Gender			Age						Social Grade					Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Midlands	West Midlands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee	
Unweighted base	583	307	276	23	67	88	130	116	157	279	137	55	99	48	66	55	56	54	55	53	69	70	57	343	240	226	223	
Weighted base	542	288	254	30	67	89	116	106	132	182	161	91	97	23	71	55	48	51	33	53	76	73	58	315	227	210	198	
NET: Agree	525	278	248	27	64	87	112	101	132	175	161	85	93	23	71	53	48	48	32	53	68	73	55	306	219	203	193	
	97%	96%	98%	91%	95%	98%	97%	95%	100%	96%	100%	94%	96%	99%	100%	96%	100%	96%	98%	100%	90%	100%	94%	97%	97%	97%	98%	
Strongly agree	(+2)	418	206	212	16	42	68	91	84	115	139	119	72	79	21	57	36	39	42	29	47	51	57	39	251	167	172	152
		77%	71%	84%	55%	62%	76%	79%	79%	87%	76%	74%	80%	82%	90%	80%	66%	82%	83%	87%	89%	67%	77%	67%	80%	73%	82%	77%
Tend to agree	(+1)	108	72	36	11	23	19	21	17	17	37	42	13	14	2	14	17	9	6	4	6	17	17	16	55	52	32	41
		20%	25%	14%	36%	34%	22%	18%	16%	13%	20%	26%	14%	14%	8%	20%	31%	18%	13%	11%	14%	23%	23%	27%	17%	23%	15%	21%
Neither agree nor disagree	(0)	12	8	3	3	1	2	4	2	-	5	-	4	3	-	-	-	-	2	1	-	6	-	3	6	6	4	3
		2%	3%	1%	9%	2%	2%	3%	2%	-	3%	-	4%	3%	-	-	-	-	3%	2%	-	8%	-	6%	2%	3%	2%	2%
Tend to disagree	(-1)	2	2	-	-	*	-	-	2	-	*	-	2	-	*	-	-	-	-	-	2	-	-	*	2	*	*	*
		*	1%	-	-	*	-	-	2%	-	*	-	2%	-	1%	-	-	-	-	-	2%	-	-	*	1%	*	*	*
Strongly disagree	(-2)	2	-	2	-	1	-	-	1	-	1	-	1	-	-	2	-	*	-	-	-	-	-	2	-	2	*	*
		*	-	1%	-	2%	-	-	1%	-	1%	-	1%	-	-	4%	-	1%	-	-	-	-	-	1%	-	1%	1%	*
NET: Disagree		5	2	2	-	2	-	-	3	-	2	-	2	1	*	-	2	-	*	-	2	-	-	3	2	3	1	*
		1%	1%	1%	-	2%	-	-	3%	-	1%	-	2%	1%	1%	-	4%	-	1%	-	2%	-	-	1%	1%	1%	*	*
Mean		1.73	1.67	1.79	1.45	1.53	1.75	1.75	1.71	1.87	1.71	1.74	1.71	1.75	1.88	1.80	1.55	1.82	1.77	1.85	1.89	1.54	1.77	1.62	1.75	1.69	1.76	1.75
Agree - Disagree		521	276	245	27	63	87	112	98	132	174	161	83	92	23	71	51	48	48	32	53	66	73	55	304	217	201	193
		96%	96%	97%	91%	93%	98%	97%	93%	100%	96%	100%	92%	95%	97%	100%	93%	100%	95%	98%	100%	87%	100%	94%	96%	96%	95%	98%

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Table 46

Q14g. Thinking about charities in general, to what extent do you agree or disagree with each of the following statements?

Base: All respondents aware of the Charity Commission

Charities provide society with something unique

	Gender			Age						Social Grade				Region								Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Midlands	West Midlands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee	
Unweighted base	583	307	276	23	67	88	130	116	157	279	137	55	99	48	66	55	56	54	55	53	69	70	57	343	240	226	223	
Weighted base	542	288	254	30	67	89	116	106	132	182	161	91	97	23	71	55	48	51	33	53	76	73	58	315	227	210	198	
NET: Agree	403	211	192	25	51	67	87	69	103	136	126	62	70	15	49	43	38	38	25	39	55	56	45	247	155	166	160	
	74%	73%	76%	83%	76%	75%	75%	65%	78%	75%	78%	69%	72%	66%	69%	78%	78%	74%	77%	74%	73%	76%	77%	79%	69%	79%	81%	
Strongly agree	(+2)	201	94	107	8	27	28	40	33	63	54	37	36	8	23	25	18	18	13	24	30	26	16	129	72	87	84	
		37%	33%	42%	28%	40%	32%	35%	31%	48%	38%	34%	41%	37%	35%	46%	36%	35%	39%	46%	39%	36%	28%	41%	32%	41%	43%	
Tend to agree	(+1)	202	117	85	16	24	38	47	36	40	68	71	25	34	7	26	18	20	20	13	15	26	29	29	118	84	80	76
		37%	41%	33%	55%	36%	43%	40%	34%	30%	37%	45%	28%	35%	31%	37%	32%	42%	40%	38%	28%	34%	40%	49%	38%	37%	38%	
Neither agree nor disagree	(0)	81	41	40	2	14	15	17	20	13	29	20	17	14	5	12	7	6	7	3	7	14	8	11	43	38	27	25
		15%	14%	16%	5%	21%	17%	15%	19%	10%	16%	13%	18%	15%	20%	17%	12%	13%	14%	10%	13%	19%	11%	19%	14%	17%	13%	13%
Tend to disagree	(-1)	39	23	17	3	2	4	9	9	11	13	10	9	7	2	4	5	3	5	3	5	7	1	20	20	13	10	
		7%	8%	7%	11%	3%	5%	8%	9%	8%	7%	6%	10%	7%	10%	5%	10%	7%	9%	10%	6%	7%	9%	3%	6%	9%	6%	5%
Strongly disagree	(-2)	17	11	6	-	-	2	2	8	4	4	2	6	1	6	-	1	1	1	3	-	3	1	5	12	4	2	
		3%	4%	2%	-	-	3%	2%	8%	3%	2%	2%	6%	4%	9%	-	2%	2%	4%	5%	-	4%	2%	2%	5%	2%	1%	
NET: Disagree		56	34	22	3	2	7	12	18	14	14	12	12	3	10	5	4	6	4	6	5	9	2	25	32	17	12	
		10%	12%	9%	11%	3%	8%	10%	17%	11%	9%	13%	13%	14%	14%	10%	9%	11%	13%	11%	7%	13%	4%	8%	14%	8%	6%	
Don't know		2	2	-	-	-	-	-	2	-	-	-	1	-	-	-	-	-	-	1	1	-	-	-	2	-	-	
		*	1%	-	-	-	-	-	1%	-	-	-	1%	-	-	-	-	-	-	1%	1%	-	-	-	1%	-	-	
Mean		0.98	0.91	1.07	1.01	1.12	0.97	0.98	0.71	1.13	1.01	1.01	0.95	0.91	0.83	0.78	1.14	1.03	0.96	0.98	1.06	1.07	0.96	0.98	1.10	0.82	1.10	1.17
Agree - Disagree		347	178	169	22	49	60	75	51	88	120	112	51	58	12	39	37	33	32	21	33	50	46	42	223	124	149	148
		64%	62%	67%	72%	72%	68%	65%	48%	67%	66%	70%	56%	59%	52%	54%	68%	69%	63%	63%	63%	66%	63%	72%	71%	55%	71%	75%

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Table 47

Q15. I'm going to read out some different types of organisations and professions. On a scale of 0-10 where 10 means you trust them completely and 0 means you don't trust them at all, please tell me how much trust and confidence you have in each?

Base: All respondents

Summary table

		Private companies	Newspapers	Social Services	MPs	Government Ministers	Your local Council	Banks	Doctors	Police	Ordinary man/ woman in the street
Unweighted base		1085	1085	1085	1085	1085	1085	1085	1085	1085	1085
Weighted base		1085	1085	1085	1085	1085	1085	1085	1085	1085	1085
Trust them completely	(10)	8 1%	10 1%	46 4%	4 *	5 *	12 1%	27 3%	152 14%	117 11%	23 2%
9	(9)	10 1%	6 1%	44 4%	15 1%	11 1%	15 1%	47 4%	221 20%	169 16%	42 4%
8	(8)	76 7%	52 5%	173 16%	49 5%	54 5%	112 10%	149 14%	292 27%	232 21%	166 15%
7	(7)	167 15%	77 7%	238 22%	94 9%	71 7%	154 14%	157 15%	181 17%	207 19%	205 19%
6	(6)	177 16%	117 11%	165 15%	110 10%	109 10%	153 14%	130 12%	78 7%	115 11%	153 14%
5	(5)	321 30%	240 22%	212 20%	224 21%	216 20%	225 21%	181 17%	87 8%	117 11%	305 28%
4	(4)	134 12%	162 15%	69 6%	137 13%	139 13%	131 12%	110 10%	22 2%	36 3%	68 6%
3	(3)	76 7%	124 11%	53 5%	121 11%	132 12%	83 8%	76 7%	17 2%	28 3%	43 4%
2	(2)	48 4%	130 12%	39 4%	118 11%	115 11%	82 8%	69 6%	22 2%	25 2%	25 2%
1	(1)	15 1%	58 5%	20 2%	74 7%	81 7%	40 4%	48 4%	5 *	21 2%	13 1%
Don't trust them at all	(0)	52 5%	111 10%	26 2%	139 13%	153 14%	77 7%	90 8%	8 1%	16 2%	43 4%
NET: 8-10		94 9%	67 6%	263 24%	68 6%	70 6%	140 13%	223 21%	666 61%	519 48%	230 21%
NET: 3-7		876 81%	719 66%	736 68%	686 63%	666 61%	746 69%	654 60%	385 36%	503 46%	774 71%
NET: 0-2		116 11%	298 28%	85 8%	331 31%	349 32%	200 18%	207 19%	34 3%	63 6%	81 7%
Mean		5.06	4.00	5.98	3.90	3.75	4.84	5.10	7.57	6.99	5.78

Charity Commission Survey

Online Fieldwork Dates: 26th January - 8th February 2016

Absolutes/col percents 11 Apr 2016

Table 48

Q15. I'm going to read out some different types of organisations and professions. On a scale of 0-10 where 10 means you trust them completely and 0 means you don't trust them at all, please tell me how much trust and confidence you have in each?

Base: All respondents

Private companies

	Gender			Age						Social Grade				Region								Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teer	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
Trust them completely	(10)	8 1%	4 1%	5 1%	1 1%	- -	1 1%	1 *	- -	6 2%	1 *	3 1%	2 1%	2 1%	- -	- -	1 1%	1 1%	3 2%	1 2%	- *	1 1%	1 -	- -	4 1%	4 1%	3 1%	3 1%
9	(9)	10 1%	3 1%	7 1%	1 1%	- -	1 *	3 1%	1 *	5 2%	3 1%	2 1%	- -	3 3%	2 2%	- -	- -	2 2%	1 2%	- -	1 1%	1 1%	1 1%	6 1%	4 1%	4 1%	5 1%	
8	(8)	76 7%	37 7%	38 7%	8 7%	15 9%	15 7%	13 7%	7 4%	17 8%	21 8%	23 8%	17 8%	9 4%	8 14%	6 4%	7 7%	6 6%	7 7%	11 17%	8 8%	5 4%	13 9%	5 4%	30 6%	45 8%	22 6%	15 5%
7	(7)	167 15%	59 11%	108 19%	14 11%	22 13%	34 16%	33 18%	27 17%	35 15%	48 17%	49 16%	23 10%	41 18%	6 11%	28 20%	16 15%	15 15%	16 15%	7 10%	14 13%	24 16%	30 20%	12 11%	96 17%	71 13%	70 19%	52 16%
6	(6)	177 16%	95 18%	83 15%	22 17%	30 17%	27 13%	33 18%	28 18%	36 16%	61 22%	62 21%	19 9%	29 13%	8 15%	28 20%	23 21%	17 18%	14 13%	9 13%	19 18%	16 11%	24 16%	19 18%	99 18%	79 15%	56 15%	70 21%
5	(5)	321 30%	138 26%	183 33%	30 23%	46 27%	69 34%	48 26%	52 32%	74 33%	73 26%	81 27%	72 33%	79 35%	16 29%	37 26%	28 26%	26 27%	27 25%	12 19%	38 35%	58 38%	50 33%	30 28%	160 29%	162 30%	105 28%	98 30%
4	(4)	134 12%	82 15%	52 9%	24 18%	23 13%	26 12%	20 11%	20 13%	21 9%	33 12%	35 12%	35 16%	23 10%	7 13%	16 12%	8 8%	12 13%	12 11%	9 13%	13 12%	24 16%	10 6%	23 22%	57 10%	77 14%	43 12%	32 10%
3	(3)	76 7%	41 8%	35 6%	12 9%	20 12%	9 5%	12 7%	13 8%	10 5%	18 7%	20 7%	22 10%	13 6%	4 7%	6 4%	12 11%	4 4%	16 15%	7 10%	4 4%	9 6%	10 7%	5 5%	35 6%	41 8%	22 6%	21 7%
2	(2)	48 4%	30 6%	18 3%	8 6%	8 5%	10 5%	9 5%	6 4%	6 3%	11 4%	10 3%	9 4%	14 6%	1 3%	6 4%	7 7%	6 7%	7 6%	4 6%	2 2%	5 3%	5 3%	5 5%	29 5%	19 4%	23 6%	15 5%
1	(1)	15 1%	6 1%	9 2%	1 1%	3 2%	5 2%	2 1%	2 1%	3 1%	3 1%	4 1%	4 2%	4 2%	* 1%	2 2%	- -	3 3%	1 1%	1 1%	1 1%	3 2%	3 2%	1 1%	10 2%	5 1%	7 2%	4 1%
Don't trust them at all	(0)	52 5%	37 7%	15 3%	9 7%	6 4%	8 4%	8 5%	6 3%	13 6%	8 3%	11 4%	14 6%	12 5%	3 5%	8 6%	4 4%	7 7%	3 3%	4 6%	7 7%	6 4%	5 3%	6 5%	24 4%	29 5%	15 4%	12 4%
NET: 8-10		94 9%	44 8%	50 9%	10 8%	15 9%	17 8%	17 9%	8 5%	27 12%	25 9%	28 9%	19 9%	14 6%	9 8%	8 6%	8 8%	7 7%	12 11%	14 21%	8 8%	7 5%	15 10%	6 5%	41 7%	53 10%	29 8%	23 7%
NET: 3-7		876 81%	414 78%	461 83%	102 78%	141 82%	165 80%	147 80%	140 87%	177 78%	233 83%	248 83%	171 79%	184 81%	40 75%	115 82%	88 82%	74 77%	84 78%	43 67%	88 82%	130 86%	123 82%	90 83%	447 81%	429 80%	297 80%	273 84%
NET: 0-2		116 11%	73 14%	42 8%	18 14%	17 10%	24 12%	20 11%	14 9%	22 10%	22 8%	25 8%	27 12%	30 13%	4 8%	16 12%	11 11%	16 16%	11 10%	8 12%	11 10%	14 9%	12 8%	12 11%	62 11%	54 10%	44 12%	31 9%
Mean		5.06	4.80	5.31	4.74	4.94	5.05	5.18	5.04	5.29	5.30	5.26	4.69	4.98	5.29	5.09	5.07	4.86	5.06	5.22	5.02	4.93	5.36	4.79	5.11	5.01	5.09	5.18

Charity Commission Survey

Online Fieldwork Dates: 26th January - 8th February 2016

Absolutes/col percents 11 Apr 2016

Table 49

Q15. I'm going to read out some different types of organisations and professions. On a scale of 0-10 where 10 means you trust them completely and 0 means you don't trust them at all, please tell me how much trust and confidence you have in each?

Base: All respondents
Newspapers

	Gender			Age						Social Grade				Region								Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
Trust them completely	(10)	10	2	8	-	2	4	-	4	1	2	4	2	-	2	1	-	-	*	2	4	1	-	7	3	4	2	
		1%	*	1%	-	1%	2%	-	2%	1%	1%	2%	1%	-	1%	1%	-	-	1%	2%	2%	1%	-	1%	1%	1%	1%	
9	(9)	6	4	1	-	-	-	-	5	1	1	-	2	1	1	-	-	-	-	2	-	2	-	2	3	1	2	
		1%	1%	*	-	-	-	-	2%	*	*	-	1%	1%	1%	-	-	-	-	2%	-	1%	-	*	1%	*	1%	
8	(8)	52	16	36	7	2	4	9	6	25	12	13	2	22	3	8	6	4	7	2	4	7	5	6	28	24	17	17
		5%	3%	7%	5%	1%	2%	5%	4%	11%	4%	4%	1%	10%	5%	6%	5%	4%	7%	3%	4%	5%	3%	5%	5%	4%	4%	5%
7	(7)	77	34	42	13	6	12	17	13	16	22	28	13	12	5	12	6	4	8	7	3	7	20	5	34	42	26	16
		7%	6%	8%	10%	4%	6%	9%	8%	7%	8%	9%	6%	5%	9%	9%	6%	4%	7%	12%	3%	4%	13%	5%	6%	8%	7%	5%
6	(6)	117	61	56	14	14	22	20	17	28	31	28	22	26	5	16	11	13	14	9	10	16	12	12	55	62	34	36
		11%	11%	10%	11%	8%	11%	11%	11%	12%	11%	9%	10%	11%	9%	11%	10%	13%	13%	13%	9%	11%	8%	11%	10%	12%	9%	11%
5	(5)	240	109	130	30	34	40	44	48	43	63	62	45	59	13	30	27	27	22	12	21	28	34	26	121	119	82	67
		22%	21%	24%	23%	20%	19%	24%	30%	19%	23%	21%	21%	26%	23%	21%	25%	28%	20%	18%	20%	19%	23%	24%	22%	22%	22%	21%
4	(4)	162	79	83	14	29	32	30	27	30	41	56	29	33	8	15	19	14	18	8	21	28	18	14	83	79	57	50
		15%	15%	15%	11%	17%	16%	16%	17%	13%	15%	19%	13%	14%	15%	11%	17%	14%	16%	13%	19%	19%	12%	13%	15%	15%	15%	15%
3	(3)	124	62	62	18	25	19	19	18	24	37	32	26	20	6	19	12	5	9	9	16	15	22	11	63	60	44	35
		11%	12%	11%	14%	14%	9%	11%	11%	13%	11%	12%	9%	10%	14%	11%	11%	5%	9%	14%	15%	10%	14%	10%	12%	11%	12%	11%
2	(2)	130	67	62	7	26	35	20	14	26	33	38	30	22	5	18	8	7	8	15	29	21	12	68	62	49	37	
		12%	13%	11%	5%	15%	17%	11%	9%	12%	12%	13%	14%	10%	8%	13%	7%	7%	8%	12%	14%	19%	14%	11%	12%	12%	13%	11%
1	(1)	58	38	19	5	15	13	9	12	4	17	13	16	9	5	11	7	8	6	4	1	5	2	8	28	30	21	19
		5%	7%	4%	4%	9%	6%	5%	7%	2%	6%	4%	7%	4%	10%	8%	6%	9%	6%	6%	1%	3%	1%	8%	5%	6%	6%	6%
Don't trust them at all	(0)	111	59	52	22	19	24	15	7	22	21	26	32	22	5	8	11	14	15	6	12	12	14	14	60	51	36	43
		10%	11%	9%	17%	11%	12%	8%	4%	10%	8%	9%	15%	9%	9%	6%	10%	15%	14%	10%	11%	8%	9%	13%	11%	10%	10%	13%
NET: 8-10		67	22	46	7	4	8	9	7	33	15	16	6	26	3	11	7	4	7	2	8	11	8	6	37	30	22	21
		6%	4%	8%	5%	2%	4%	5%	4%	15%	5%	5%	3%	11%	6%	8%	7%	4%	7%	3%	8%	7%	5%	5%	7%	6%	6%	7%
NET: 3-7		719	346	374	89	108	125	131	123	141	194	206	134	150	36	92	75	63	71	45	71	94	106	67	358	362	243	205
		66%	65%	68%	68%	62%	61%	71%	76%	62%	69%	69%	62%	66%	67%	66%	70%	65%	66%	69%	66%	62%	70%	63%	65%	68%	66%	63%
NET: 0-2		298	164	134	34	61	73	44	32	52	71	78	78	52	15	36	25	30	29	18	28	46	37	34	155	143	106	100
		28%	31%	24%	26%	35%	35%	24%	20%	23%	25%	26%	36%	23%	27%	26%	24%	31%	27%	28%	26%	30%	25%	32%	28%	27%	29%	31%
Mean		4.00	3.78	4.21	3.91	3.43	3.67	4.12	4.25	4.51	4.06	4.06	3.52	4.36	3.99	4.20	4.06	3.77	3.99	3.99	3.93	3.97	4.19	3.74	3.96	4.04	3.93	3.82

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Absolutes/col percents 11 Apr 2016

Table 50

Q15. I'm going to read out some different types of organisations and professions. On a scale of 0-10 where 10 means you trust them completely and 0 means you don't trust them at all, please tell me how much trust and confidence you have in each?

Base: All respondents
Social Services

	Gender			Age							Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teer	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
Trust them completely	(10)	46	24	22	13	5	12	5	5	7	11	10	10	11	3	3	6	4	6	8	2	5	7	1	24	22	16	13
		4%	5%	4%	10%	3%	6%	3%	3%	3%	4%	3%	5%	5%	6%	2%	6%	4%	5%	13%	2%	4%	5%	1%	4%	4%	4%	4%
9	(9)	44	21	23	9	5	6	4	6	15	13	11	3	4	5	5	3	1	7	5	8	3	22	22	16	15		
		4%	4%	4%	7%	3%	3%	2%	3%	6%	5%	4%	1%	7%	3%	4%	5%	3%	2%	7%	3%	5%	2%	4%	4%	4%	4%	5%
8	(8)	173	76	97	17	25	33	31	24	43	45	60	25	35	10	31	15	21	16	12	19	18	16	17	94	79	59	62
		16%	14%	18%	13%	14%	16%	17%	15%	19%	16%	20%	12%	15%	18%	22%	14%	22%	15%	18%	17%	12%	10%	16%	17%	15%	16%	19%
7	(7)	238	126	112	34	44	38	44	38	38	71	69	48	40	10	27	20	25	20	12	28	36	39	21	129	110	89	73
		22%	24%	20%	26%	25%	19%	24%	24%	17%	25%	23%	22%	17%	19%	19%	19%	26%	19%	19%	26%	24%	26%	20%	23%	20%	24%	22%
6	(6)	165	91	74	19	32	37	23	25	28	45	38	41	31	8	22	21	10	13	8	12	27	23	21	85	80	60	52
		15%	17%	13%	15%	18%	18%	12%	16%	12%	16%	13%	19%	14%	15%	16%	19%	10%	13%	12%	11%	18%	15%	20%	15%	15%	16%	16%
5	(5)	212	96	115	14	26	41	39	42	48	48	69	42	46	7	24	24	12	25	15	16	34	33	23	93	119	56	53
		20%	18%	21%	11%	15%	20%	21%	26%	21%	17%	23%	19%	20%	12%	17%	22%	12%	23%	23%	15%	23%	22%	22%	17%	22%	15%	16%
4	(4)	69	27	42	12	13	8	12	10	15	18	13	19	12	4	10	9	6	9	4	7	7	7	6	35	34	24	22
		6%	5%	8%	9%	8%	4%	6%	6%	7%	7%	4%	9%	5%	7%	7%	8%	7%	8%	6%	7%	5%	5%	5%	6%	6%	6%	7%
3	(3)	53	29	24	2	12	13	6	6	13	12	13	12	2	6	3	7	4	1	7	9	3	8	31	22	22	15	
		5%	5%	4%	1%	7%	6%	3%	4%	6%	4%	4%	6%	5%	4%	5%	3%	7%	4%	2%	7%	6%	2%	7%	6%	4%	6%	5%
2	(2)	39	14	26	2	5	8	13	3	8	7	8	13	3	3	1	3	6	3	4	5	5	7	17	23	13	10	
		4%	3%	5%	1%	3%	4%	7%	2%	4%	3%	3%	4%	6%	5%	2%	1%	3%	5%	4%	3%	3%	6%	3%	4%	4%	3%	
1	(1)	20	10	10	3	5	3	5	1	3	5	6	5	2	1	7	1	2	1	*	2	3	4	-	12	8	10	6
		2%	2%	2%	2%	3%	1%	3%	1%	1%	2%	2%	2%	1%	1%	5%	1%	2%	1%	1%	2%	2%	2%	-	2%	2%	3%	2%
Don't trust them at all	(0)	26	18	8	4	1	7	2	4	9	4	3	4	11	3	2	3	3	4	*	3	-	6	1	10	16	5	4
		2%	3%	1%	3%	1%	3%	1%	2%	4%	1%	1%	2%	5%	6%	1%	2%	3%	4%	1%	3%	-	4%	1%	2%	3%	1%	1%
NET: 8-10		263	121	142	40	35	51	40	34	64	69	82	38	61	16	38	26	30	25	21	28	28	31	20	140	123	91	91
		24%	23%	26%	31%	20%	25%	22%	21%	28%	25%	27%	18%	27%	30%	27%	24%	31%	24%	32%	26%	19%	20%	19%	25%	23%	25%	28%
NET: 3-7		736	369	367	81	127	137	123	121	143	194	202	163	141	31	90	77	59	71	40	70	114	105	79	371	365	251	215
		68%	69%	66%	63%	73%	67%	67%	75%	63%	70%	67%	75%	62%	58%	64%	72%	61%	66%	62%	65%	76%	70%	74%	68%	68%	68%	66%
NET: 0-2		85	41	44	9	11	17	20	7	20	16	16	17	25	7	12	5	8	11	4	9	8	15	8	38	47	28	20
		8%	8%	8%	7%	6%	9%	11%	4%	9%	6%	5%	8%	11%	12%	8%	4%	8%	10%	6%	9%	5%	10%	7%	7%	9%	8%	6%
Mean		5.98	5.98	5.98	6.48	5.94	5.94	5.82	6.04	5.89	6.17	6.19	5.77	5.86	5.97	5.95	6.11	6.13	5.79	6.44	5.96	5.97	5.94	5.76	6.07	5.89	6.05	6.17

Charity Commission Survey

Online Fieldwork Dates: 26th January - 8th February 2016

Absolutes/col percents 11 Apr 2016

Table 51

Q15. I'm going to read out some different types of organisations and professions. On a scale of 0-10 where 10 means you trust them completely and 0 means you don't trust them at all, please tell me how much trust and confidence you have in each?

Base: All respondents

MPs

	Gender			Age						Social Grade				Region								Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teer	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
Trust them completely	(10)	4*	1*	3	2	-	-	-	1	2	1	1	-	3	-	2	1	-	-	1	-	1	-	1	4	1	1	
			1%	2%	-	-	-	*	1%	*	*	-	1%	-	1%	1%	-	-	1%	-	*	-	-	*	1%	*	*	
9	(9)	15	8	7	-	3	5	1	1	4	3	6	-	5	1	3	2	-	-	1	-	4	2	1	7	8	3	4
		1%	2%	1%	-	2%	3%	1%	1%	2%	1%	2%	-	2%	2%	2%	2%	-	-	2%	-	3%	1%	1%	1%	1%	1%	1%
8	(8)	49	21	28	7	8	7	9	7	12	14	9	7	16	4	6	4	5	6	5	3	7	8	1	27	22	15	17
		5%	4%	5%	5%	5%	3%	5%	4%	5%	5%	3%	3%	7%	7%	4%	4%	5%	6%	8%	3%	4%	6%	1%	5%	4%	4%	5%
7	(7)	94	45	49	12	13	19	16	13	21	36	28	16	12	2	10	3	5	11	5	12	19	19	10	50	44	34	34
		9%	9%	9%	9%	8%	9%	9%	8%	9%	13%	9%	8%	5%	3%	7%	3%	5%	10%	7%	11%	12%	12%	9%	9%	8%	9%	10%
6	(6)	110	48	62	12	9	21	26	14	26	36	37	15	14	6	17	14	11	9	5	13	12	12	12	58	52	36	36
		10%	9%	11%	9%	5%	10%	14%	9%	11%	13%	12%	7%	6%	10%	12%	13%	11%	8%	8%	12%	8%	8%	11%	11%	10%	10%	11%
5	(5)	224	98	126	17	44	37	29	40	54	49	70	50	47	12	32	22	18	27	9	24	32	30	19	117	107	76	71
		21%	18%	23%	13%	26%	18%	16%	25%	24%	18%	23%	23%	21%	12%	22%	20%	19%	25%	15%	22%	21%	20%	18%	21%	20%	20%	22%
4	(4)	137	64	73	21	17	25	24	28	22	34	48	22	23	7	21	12	13	15	6	13	22	18	10	76	61	48	41
		13%	12%	13%	16%	10%	12%	13%	17%	10%	12%	16%	10%	10%	12%	15%	11%	14%	14%	9%	12%	15%	12%	9%	14%	11%	13%	13%
3	(3)	121	67	54	13	21	29	23	19	15	39	28	26	21	6	16	13	11	9	8	9	20	15	15	53	68	43	30
		11%	13%	10%	10%	12%	14%	13%	11%	7%	14%	9%	12%	9%	10%	12%	12%	12%	8%	13%	8%	13%	10%	14%	10%	13%	11%	9%
2	(2)	118	63	55	25	22	14	20	9	28	22	30	29	32	4	17	16	10	13	7	10	15	14	13	63	55	47	38
		11%	12%	10%	20%	13%	7%	11%	5%	12%	8%	10%	13%	14%	7%	12%	15%	10%	12%	11%	10%	10%	9%	12%	11%	10%	13%	12%
1	(1)	74	36	38	5	12	23	12	8	13	18	15	21	16	5	5	7	12	1	6	8	6	10	14	35	39	29	15
		7%	7%	7%	4%	7%	11%	7%	5%	6%	7%	5%	9%	7%	9%	4%	7%	12%	1%	10%	7%	4%	7%	13%	6%	7%	8%	5%
Don't trust them at all	(0)	139	79	59	16	23	24	22	22	29	26	28	32	38	9	10	13	12	16	10	17	14	24	13	64	75	39	40
		13%	15%	11%	12%	13%	12%	12%	14%	13%	9%	9%	15%	17%	17%	7%	13%	12%	15%	16%	16%	9%	16%	12%	12%	14%	10%	12%
NET: 8-10		68	31	37	9	11	12	10	9	18	17	16	7	24	5	11	7	5	6	7	3	12	10	2	35	33	19	22
		6%	6%	7%	7%	6%	6%	6%	5%	8%	6%	5%	3%	11%	8%	8%	7%	5%	6%	11%	3%	8%	7%	2%	6%	6%	5%	7%
NET: 3-7		686	322	364	74	105	132	118	114	139	195	211	129	117	31	96	63	59	71	34	70	104	93	66	354	332	237	212
		63%	61%	66%	57%	61%	64%	65%	70%	61%	70%	70%	60%	51%	57%	69%	59%	61%	66%	52%	65%	69%	62%	61%	64%	62%	64%	65%
NET: 0-2		331	179	152	47	57	61	55	39	71	67	73	81	87	18	32	37	33	30	24	35	34	47	40	161	170	115	93
		31%	34%	28%	36%	33%	30%	30%	24%	31%	24%	24%	37%	38%	34%	23%	35%	34%	28%	37%	32%	23%	32%	37%	29%	32%	31%	28%
Mean		3.90	3.71	4.08	3.78	3.75	3.85	3.90	3.98	4.08	4.22	4.19	3.45	3.70	3.63	4.31	3.73	3.59	4.01	3.73	3.78	4.28	3.89	3.51	3.99	3.80	3.87	4.08

Charity Commission Survey

Online Fieldwork Dates: 26th January - 8th February 2016

Absolutes/col percents 11 Apr 2016

Table 52

Q15. I'm going to read out some different types of organisations and professions. On a scale of 0-10 where 10 means you trust them completely and 0 means you don't trust them at all, please tell me how much trust and confidence you have in each?

Base: All respondents
Government Ministers

	Gender			Age						Social Grade				Region								Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teer	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
Trust them completely	(10)	5	4	1	-	2	1	1	-	2	1	2	-	1	-	2	-	-	-	2	-	1	-	-	2	3	*	1
		*	1%	*	-	1%	*	*	-	1%	1%	1%	-	*	-	1%	-	-	-	2%	-	1%	-	-	*	1%	*	*
9	(9)	11	4	6	1	1	3	3	-	2	4	1	-	5	1	2	-	-	1	-	3	2	1	5	5	4	2	
		1%	1%	1%	1%	1%	2%	2%	-	1%	1%	*	-	2%	2%	2%	-	-	2%	-	2%	2%	1%	1%	1%	1%	1%	1%
8	(8)	54	22	32	8	11	9	6	6	14	15	9	13	4	8	5	4	9	4	2	8	6	5	25	30	9	19	
		5%	4%	6%	6%	7%	4%	3%	4%	6%	5%	3%	6%	6%	7%	6%	5%	4%	8%	6%	2%	5%	4%	5%	4%	6%	2%	6%
7	(7)	71	31	40	8	9	7	15	12	18	25	22	10	11	10	4	7	10	5	7	10	12	5	33	37	21	22	
		7%	6%	7%	6%	5%	4%	8%	8%	8%	9%	7%	5%	5%	2%	7%	4%	7%	9%	8%	6%	6%	8%	4%	6%	7%	6%	7%
6	(6)	109	52	56	11	13	23	18	15	27	34	37	12	20	5	15	10	10	4	16	13	13	13	58	51	36	38	
		10%	10%	10%	9%	8%	11%	10%	9%	12%	12%	12%	5%	9%	10%	11%	10%	10%	6%	14%	8%	8%	12%	11%	10%	10%	12%	
5	(5)	216	101	116	29	38	43	26	29	50	48	70	40	46	11	36	14	17	25	8	20	39	31	17	110	107	77	68
		20%	19%	21%	22%	22%	21%	14%	18%	22%	17%	23%	19%	20%	20%	25%	13%	17%	23%	12%	19%	26%	21%	16%	20%	20%	21%	21%
4	(4)	139	56	82	12	19	27	27	29	24	41	46	26	20	5	20	17	11	12	10	16	20	17	10	84	54	58	45
		13%	11%	15%	9%	11%	13%	15%	18%	11%	15%	15%	12%	9%	10%	15%	16%	11%	11%	16%	15%	13%	12%	9%	15%	10%	16%	14%
3	(3)	132	68	64	16	24	24	28	20	20	39	35	30	24	7	17	12	16	10	6	11	14	19	20	69	63	49	35
		12%	13%	12%	12%	14%	11%	15%	12%	9%	14%	12%	14%	10%	13%	12%	11%	16%	9%	10%	11%	10%	12%	18%	12%	12%	13%	11%
2	(2)	115	62	52	20	15	25	16	13	27	22	26	28	33	3	14	16	9	13	5	12	14	18	11	60	55	42	37
		11%	12%	9%	15%	8%	12%	9%	8%	12%	8%	9%	13%	14%	6%	10%	15%	10%	12%	8%	11%	9%	12%	10%	11%	10%	11%	11%
1	(1)	81	41	40	7	21	15	15	10	13	23	20	16	18	7	7	9	10	4	5	7	6	11	14	37	44	28	23
		7%	8%	7%	5%	12%	7%	8%	6%	6%	8%	7%	8%	8%	13%	5%	8%	11%	4%	7%	7%	4%	7%	13%	7%	8%	8%	7%
Don't trust them at all	(0)	153	90	64	18	19	28	27	27	31	28	31	41	38	10	10	18	13	15	14	16	24	22	12	67	86	45	37
		14%	17%	12%	14%	11%	14%	15%	17%	14%	10%	10%	19%	17%	18%	7%	17%	13%	14%	22%	15%	16%	15%	11%	12%	16%	12%	11%
NET: 8-10		70	30	40	9	14	12	10	6	18	20	13	13	20	4	11	7	4	9	2	12	7	6	32	38	13	22	
		6%	6%	7%	7%	8%	6%	5%	4%	8%	7%	4%	6%	9%	8%	8%	7%	4%	8%	11%	2%	8%	5%	6%	6%	7%	4%	7%
NET: 3-7		666	309	358	76	103	124	116	105	139	186	210	119	120	30	98	57	60	66	33	70	95	92	64	354	313	242	207
		61%	58%	65%	58%	60%	61%	63%	65%	61%	67%	70%	55%	53%	55%	71%	53%	62%	61%	51%	65%	63%	61%	60%	64%	58%	65%	64%
NET: 0-2		349	193	156	45	55	68	58	50	71	73	77	86	88	20	30	43	33	33	24	35	43	51	37	164	185	115	97
		32%	36%	28%	35%	32%	33%	31%	31%	26%	26%	40%	39%	36%	22%	40%	34%	30%	38%	33%	29%	34%	35%	30%	35%	31%	30%	
Mean		3.75	3.54	3.95	3.71	3.77	3.68	3.68	3.60	3.99	4.05	3.99	3.28	3.61	3.47	4.29	3.38	3.53	3.98	3.63	3.64	3.95	3.66	3.53	3.81	3.69	3.65	3.92

Charity Commission Survey

Online Fieldwork Dates: 26th January - 8th February 2016

Absolutes/col percents 11 Apr 2016

Table 53

Q15. I'm going to read out some different types of organisations and professions. On a scale of 0-10 where 10 means you trust them completely and 0 means you don't trust them at all, please tell me how much trust and confidence you have in each?

Base: All respondents
Your local Council

	Gender			Age						Social Grade				Region								Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teer	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
Trust them completely	(10)	12	5	7	5	-	3	1	2	4	5	-	3	-	2	4	-	1	1	1	2	-	1	5	7	2	4	
		1%	1%	1%	4%	-	1%	*	1%	1%	2%	-	1%	-	1%	4%	-	1%	2%	1%	2%	-	1%	1%	1%	1%	1%	
9	(9)	15	5	11	2	2	1	4	2	4	5	-	8	2	2	1	1	1	2	2	-	2	2	12	3	10	5	
		1%	1%	2%	2%	1%	1%	2%	1%	1%	1%	-	4%	4%	2%	1%	1%	1%	2%	2%	-	1%	2%	2%	*	3%	1%	
8	(8)	112	48	64	8	20	30	13	17	25	35	30	17	3	19	11	8	8	9	14	15	12	14	53	59	32	32	
		10%	9%	12%	6%	12%	15%	7%	10%	11%	10%	12%	14%	5%	13%	10%	8%	8%	14%	13%	10%	8%	13%	10%	11%	9%	10%	
7	(7)	154	68	85	14	23	21	32	24	39	40	48	30	8	16	13	12	16	7	23	16	33	9	87	67	60	53	
		14%	13%	15%	11%	13%	10%	17%	15%	17%	14%	16%	14%	15%	11%	12%	13%	15%	10%	21%	10%	22%	9%	16%	13%	16%	16%	
6	(6)	153	78	74	29	29	25	26	24	20	58	42	19	7	22	15	14	11	9	12	27	16	19	90	62	64	59	
		14%	15%	13%	22%	17%	12%	14%	15%	9%	21%	14%	9%	13%	16%	14%	14%	10%	15%	11%	18%	11%	17%	16%	12%	17%	18%	
5	(5)	225	99	127	30	37	42	32	36	47	57	66	35	13	25	23	16	25	10	18	41	35	21	118	107	81	67	
		21%	19%	23%	23%	21%	20%	17%	22%	21%	20%	22%	16%	24%	18%	21%	16%	23%	15%	16%	27%	23%	19%	21%	20%	22%	20%	
4	(4)	131	62	69	14	22	27	24	20	23	34	34	31	5	17	9	20	17	8	13	12	21	8	69	62	51	38	
		12%	12%	13%	11%	13%	13%	13%	12%	10%	12%	11%	14%	11%	13%	9%	21%	16%	13%	12%	8%	14%	7%	13%	12%	14%	12%	
3	(3)	83	53	30	5	14	19	21	9	15	20	19	23	5	16	7	9	7	4	8	8	4	15	32	51	21	16	
		8%	10%	5%	4%	8%	9%	11%	5%	7%	7%	6%	11%	8%	12%	6%	9%	6%	5%	8%	5%	3%	14%	6%	10%	6%	5%	
2	(2)	82	43	39	10	10	21	9	10	22	14	24	22	4	11	15	5	7	6	9	13	5	8	31	51	20	17	
		8%	8%	7%	8%	6%	10%	5%	6%	10%	5%	8%	10%	7%	8%	14%	5%	7%	9%	8%	8%	3%	7%	6%	10%	5%	5%	
1	(1)	40	21	19	8	6	2	9	7	8	6	10	9	3	4	-	6	7	2	1	4	8	6	21	19	13	16	
		4%	4%	3%	6%	4%	1%	5%	4%	4%	2%	3%	4%	6%	3%	-	6%	6%	3%	1%	3%	5%	5%	4%	3%	3%	5%	
Don't trust them at all	(0)	77	49	28	5	10	14	13	12	22	18	13	18	4	5	8	6	7	7	7	12	14	7	31	47	19	20	
		7%	9%	5%	4%	6%	7%	7%	8%	9%	7%	4%	8%	8%	3%	8%	6%	7%	11%	6%	8%	9%	6%	6%	9%	5%	6%	
NET: 8-10		140	58	81	15	22	34	17	21	31	33	45	30	5	23	17	9	11	12	18	17	14	16	71	69	44	41	
		13%	11%	15%	11%	13%	17%	9%	13%	14%	12%	15%	14%	9%	17%	15%	9%	10%	19%	16%	11%	9%	15%	13%	13%	12%	13%	
NET: 3-7		746	359	386	92	124	134	135	112	145	208	209	138	37	97	67	71	76	37	73	104	110	72	396	350	276	233	
		69%	68%	70%	71%	72%	65%	73%	69%	64%	74%	70%	63%	70%	70%	63%	73%	70%	58%	68%	69%	73%	67%	72%	65%	75%	71%	
NET: 0-2		200	114	86	23	26	37	32	29	51	39	46	49	12	19	23	17	21	15	17	29	27	20	83	117	51	53	
		18%	21%	16%	18%	15%	18%	17%	18%	23%	14%	15%	23%	20%	14%	22%	18%	20%	23%	15%	19%	18%	18%	15%	22%	14%	16%	
Mean		4.84	4.58	5.09	5.03	4.92	4.86	4.73	4.90	4.73	5.03	5.13	4.53	4.75	4.62	5.07	4.91	4.54	4.65	4.78	5.19	4.81	4.87	4.74	5.06	4.61	5.09	5.05

Charity Commission Survey

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Absolutes/col percents 11 Apr 2016

Table 54

Q15. I'm going to read out some different types of organisations and professions. On a scale of 0-10 where 10 means you trust them completely and 0 means you don't trust them at all, please tell me how much trust and confidence you have in each?

Base: All respondents

Banks

	Gender			Age						Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-tee
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
Trust them completely	(10) 27 3%	11 2%	17 3%	2 2%	5 3%	2 1%	2 1%	2 1%	14 6%	3 1%	5 2%	3 1%	15 7%	2 3%	2 1%	6 5%	-	6 5%	2 3%	3 3%	1 *	4 3%	3 3%	9 2%	18 3%	6 2%	5 1%
9	(9) 47 4%	11 2%	37 7%	5 4%	6 3%	7 4%	11 6%	4 3%	14 6%	12 4%	8 3%	10 5%	15 7%	3 5%	9 6%	4 4%	3 3%	3 3%	2 3%	8 7%	8 5%	4 2%	4 4%	27 5%	20 4%	17 4%	15 5%
8	(8) 149 14%	61 12%	88 16%	18 14%	15 9%	38 19%	25 14%	24 15%	28 13%	41 15%	43 14%	27 13%	30 13%	10 19%	20 14%	14 13%	15 15%	19 17%	8 12%	16 15%	16 11%	14 9%	17 16%	84 15%	65 12%	54 15%	48 15%
7	(7) 157 15%	64 12%	93 17%	28 22%	27 16%	20 10%	26 14%	17 10%	38 17%	46 17%	58 19%	11 5%	34 15%	9 16%	17 12%	9 9%	10 10%	11 11%	10 15%	15 14%	30 20%	31 21%	16 15%	88 16%	70 13%	58 16%	51 16%
6	(6) 130 12%	63 12%	67 12%	9 7%	26 15%	28 14%	19 10%	21 13%	26 11%	34 12%	45 15%	26 12%	22 10%	10 18%	16 12%	15 14%	13 13%	15 14%	6 9%	13 12%	17 11%	20 13%	5 4%	62 11%	68 13%	41 11%	42 13%
5	(5) 181 17%	85 16%	96 17%	15 12%	23 13%	32 16%	30 17%	37 23%	43 19%	36 13%	49 16%	44 20%	39 17%	5 10%	21 15%	16 15%	12 12%	20 18%	12 19%	23 21%	21 14%	29 19%	22 20%	89 16%	92 17%	61 17%	52 16%
4	(4) 110 10%	61 11%	50 9%	10 8%	17 10%	29 14%	24 13%	19 12%	12 5%	27 10%	31 10%	30 14%	19 8%	7 13%	22 16%	14 13%	12 13%	4 4%	9 14%	8 8%	14 10%	12 8%	7 7%	59 11%	52 10%	42 11%	35 11%
3	(3) 76 7%	43 8%	33 6%	7 5%	18 10%	12 6%	11 6%	11 7%	17 8%	24 9%	16 5%	15 7%	17 7%	2 3%	7 5%	7 6%	6 6%	8 8%	5 8%	5 4%	15 10%	9 6%	11 10%	33 6%	43 8%	24 6%	19 6%
2	(2) 69 6%	41 8%	28 5%	10 8%	12 7%	12 6%	11 6%	11 7%	11 5%	21 8%	12 4%	23 11%	11 5%	2 4%	8 6%	9 8%	8 9%	10 9%	4 7%	6 6%	8 6%	4 2%	9 9%	31 6%	38 7%	20 5%	15 4%
1	(1) 48 4%	27 5%	21 4%	7 5%	7 4%	11 5%	8 5%	5 3%	10 4%	14 5%	13 4%	11 5%	7 3%	1 2%	7 5%	3 2%	7 7%	4 4%	2 3%	7 6%	7 5%	8 5%	2 2%	20 4%	28 5%	12 3%	12 4%
Don't trust them at all	(0) 90 8%	66 12%	25 4%	17 13%	18 11%	13 6%	16 9%	11 6%	13 6%	20 7%	21 7%	17 8%	20 9%	4 7%	10 7%	11 10%	11 11%	7 7%	5 7%	4 4%	12 8%	16 10%	10 10%	50 9%	41 8%	35 9%	32 10%
NET: 8-10	223 21%	83 16%	141 25%	25 20%	26 15%	48 23%	38 21%	31 19%	56 25%	56 20%	56 19%	40 18%	60 26%	14 27%	31 22%	24 22%	17 18%	27 25%	11 18%	27 25%	25 17%	22 14%	25 23%	120 22%	104 19%	77 21%	68 21%
NET: 3-7	654 60%	316 59%	338 61%	70 54%	110 64%	121 59%	110 60%	105 65%	136 60%	168 60%	198 66%	126 58%	131 57%	33 61%	83 60%	61 57%	53 55%	59 55%	42 65%	63 59%	97 65%	101 67%	61 56%	330 60%	325 61%	226 61%	200 61%
NET: 0-2	207 19%	133 25%	74 13%	34 26%	37 21%	36 18%	36 20%	26 16%	35 15%	56 20%	46 15%	51 23%	37 16%	7 13%	25 18%	22 21%	26 27%	21 20%	11 17%	17 16%	28 19%	27 18%	22 21%	100 18%	107 20%	67 18%	58 18%
Mean	5.10	4.56	5.61	4.87	4.80	5.13	5.01	5.06	5.55	5.05	5.30	4.67	5.45	5.68	5.10	5.02	4.55	5.29	5.01	5.51	5.01	5.04	5.00	5.18	5.01	5.12	5.16

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Absolutes/col percents 11 Apr 2016

Table 55

Q15. I'm going to read out some different types of organisations and professions. On a scale of 0-10 where 10 means you trust them completely and 0 means you don't trust them at all, please tell me how much trust and confidence you have in each?

Base: All respondents

Doctors

	Gender		Age							Social Grade				Region								Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teer	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
Trust them completely	(10)	152 14%	70 13%	82 15%	21 17%	25 14%	26 13%	22 12%	15 10%	43 19%	27 10%	43 14%	22 10%	48 21%	11 20%	17 12%	18 17%	7 7%	14 13%	10 16%	21 20%	9 6%	33 22%	13 12%	77 14%	75 14%	58 16%	44 14%
9	(9)	221 20%	104 19%	118 21%	32 25%	46 14%	32 15%	39 21%	32 20%	40 18%	73 26%	65 22%	36 17%	38 17%	7 13%	27 19%	23 21%	28 29%	20 18%	13 20%	19 17%	30 20%	38 25%	18 16%	119 22%	103 19%	80 22%	71 22%
8	(8)	292 27%	160 30%	132 24%	26 20%	38 22%	64 31%	48 26%	49 30%	66 29%	83 30%	79 26%	67 31%	54 23%	15 27%	43 30%	33 30%	24 25%	39 25%	16 25%	29 27%	39 26%	35 23%	22 20%	149 27%	144 27%	101 27%	82 25%
7	(7)	181 17%	91 17%	91 16%	26 20%	34 19%	37 18%	25 14%	27 16%	32 14%	41 15%	58 19%	34 16%	41 18%	13 24%	18 13%	20 18%	13 13%	15 14%	7 11%	17 16%	39 26%	22 15%	17 16%	96 17%	85 16%	54 15%	65 20%
6	(6)	78 7%	28 5%	50 9%	10 8%	10 6%	16 8%	21 12%	11 7%	10 5%	25 9%	16 5%	17 8%	12 5%	2 5%	9 6%	3 3%	11 12%	7 7%	9 14%	6 5%	14 9%	7 5%	10 9%	43 8%	35 7%	29 8%	27 8%
5	(5)	87 8%	40 7%	48 9%	8 6%	12 7%	14 7%	18 10%	18 11%	18 8%	14 5%	27 9%	19 9%	20 9%	2 3%	14 10%	6 5%	6 6%	6 6%	7 10%	7 7%	12 8%	9 6%	19 17%	33 6%	54 10%	23 6%	20 6%
4	(4)	22 2%	13 2%	9 2%	4 3%	2 1%	3 1%	2 1%	3 2%	8 4%	2 1%	6 2%	5 2%	5 2%	1 2%	2 2%	2 2%	1 1%	4 3%	1 2%	3 2%	4 3%	3 2%	1 1%	12 2%	10 2%	9 2%	5 2%
3	(3)	17 2%	9 2%	7 1%	- -	4 2%	4 2%	4 2%	1 1%	2 1%	4 1%	2 1%	5 2%	4 2%	2 3%	5 4%	- -	2 2%	- -	2 3%	1 1%	3 2%	1 -	1 1%	5 1%	11 2%	4 1%	5 1%
2	(2)	22 2%	10 2%	12 2%	2 1%	2 1%	6 3%	2 1%	3 2%	6 3%	5 2%	3 1%	9 4%	3 1%	1 2%	5 4%	3 3%	3 4%	1 1%	1 1%	3 2%	- -	2 1%	3 3%	12 2%	10 2%	11 3%	4 1%
1	(1)	5 *	2 *	3 *	- -	- -	1 1%	- -	2 1%	1 *	1 *	- -	2 1%	1 *	1 2%	- -	- -	- -	- -	- -	2 1%	- -	1 1%	1 1%	- -	5 1%	- -	- -
Don't trust them at all	(0)	8 1%	5 1%	3 1%	- -	- -	2 1%	2 1%	1 1%	1 *	2 1%	1 *	- -	1 *	- -	- -	- -	1 1%	2 2%	- -	1 1%	- -	* 3%	3 1%	4 1%	4 1%	1 *	3 1%
NET: 8-10		666 61%	334 63%	332 60%	80 62%	109 63%	121 59%	109 59%	96 59%	148 65%	183 66%	187 62%	126 58%	139 61%	32 60%	87 62%	73 68%	59 61%	72 67%	39 60%	69 64%	78 52%	105 70%	52 48%	345 63%	321 60%	240 65%	198 61%
NET: 3-7		385 36%	181 34%	205 37%	48 37%	61 36%	74 36%	71 39%	59 36%	71 31%	88 31%	109 36%	80 37%	83 36%	20 36%	48 34%	31 29%	33 34%	32 30%	25 39%	33 31%	73 48%	42 28%	48 45%	189 34%	196 37%	118 32%	122 37%
NET: 0-2		34 3%	17 3%	17 3%	2 1%	2 1%	10 5%	4 2%	7 4%	8 3%	8 3%	4 1%	11 5%	5 2%	2 4%	5 4%	3 3%	5 5%	3 3%	1 1%	5 5%	- -	3 2%	7 7%	16 3%	18 3%	12 3%	7 2%
Mean		7.57	7.56	7.57	7.83	7.80	7.40	7.47	7.38	7.66	7.67	7.74	7.27	7.69	7.63	7.42	7.88	7.42	7.66	7.53	7.65	7.42	8.03	6.96	7.66	7.47	7.69	7.66

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Table 56

Q15. I'm going to read out some different types of organisations and professions. On a scale of 0-10 where 10 means you trust them completely and 0 means you don't trust them at all, please tell me how much trust and confidence you have in each?

Base: All respondents

Police

	Gender			Age						Social Grade				Region								Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teer	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
Trust them completely	(10)	117	45	72	12	18	22	19	14	32	28	20	35	7	18	14	6	13	11	15	10	13	10	51	66	39	24	
		11%	9%	13%	9%	11%	11%	10%	8%	14%	10%	9%	9%	15%	14%	13%	6%	12%	17%	14%	6%	9%	9%	9%	12%	11%	7%	
9	(9)	169	73	96	20	20	40	26	30	32	51	50	35	8	22	15	11	13	8	24	27	30	10	95	74	67	54	
		16%	14%	17%	16%	12%	20%	14%	19%	14%	18%	17%	16%	15%	16%	14%	12%	12%	13%	23%	18%	20%	10%	17%	14%	18%	17%	
8	(8)	232	106	127	15	44	45	42	36	48	65	68	46	11	34	22	24	37	14	20	31	27	13	118	115	76	73	
		21%	20%	23%	12%	25%	22%	23%	22%	21%	23%	23%	21%	20%	24%	20%	25%	34%	22%	19%	21%	18%	12%	21%	21%	20%	22%	
7	(7)	207	110	97	26	36	35	35	29	45	59	62	35	12	25	29	24	10	9	17	25	30	26	113	94	76	74	
		19%	21%	18%	20%	21%	17%	19%	18%	20%	21%	21%	16%	18%	22%	18%	27%	25%	10%	13%	16%	17%	20%	24%	20%	18%	20%	
6	(6)	115	58	57	20	21	18	14	20	22	33	38	18	4	15	8	14	8	8	6	18	21	14	58	57	34	38	
		11%	11%	10%	15%	12%	9%	7%	12%	10%	12%	13%	8%	7%	11%	8%	14%	7%	12%	5%	12%	14%	13%	11%	11%	9%	12%	
5	(5)	117	59	59	21	12	22	15	20	26	19	26	34	7	10	7	10	12	4	14	24	13	17	48	69	34	27	
		11%	11%	11%	16%	7%	11%	8%	12%	11%	7%	9%	13%	15%	13%	6%	10%	11%	6%	13%	16%	9%	15%	9%	13%	9%	8%	
4	(4)	36	20	16	5	6	2	8	6	10	9	8	7	11	4	4	2	4	2	3	2	5	9	17	19	10	10	
		3%	4%	3%	4%	3%	1%	4%	4%	4%	3%	3%	3%	5%	7%	3%	2%	2%	3%	3%	1%	3%	8%	3%	3%	3%	3%	
3	(3)	28	18	10	1	2	7	12	-	6	9	5	8	2	-	2	3	2	2	4	6	4	2	16	12	10	11	
		3%	3%	2%	1%	1%	3%	7%	-	3%	3%	2%	4%	1%	-	1%	3%	2%	2%	3%	4%	4%	3%	2%	3%	2%	3%	
2	(2)	25	16	9	5	4	2	7	2	4	3	4	11	3	-	7	1	3	-	2	3	5	2	10	16	9	4	
		2%	3%	2%	4%	3%	1%	4%	1%	2%	1%	1%	5%	1%	-	5%	1%	3%	-	4%	2%	3%	2%	2%	2%	3%	2%	
1	(1)	21	14	7	2	7	8	2	1	2	1	7	9	4	-	4	4	-	3	3	2	1	2	10	11	7	5	
		2%	3%	1%	1%	4%	4%	1%	*	1%	*	2%	4%	2%	-	3%	4%	-	3%	5%	2%	1%	1%	2%	2%	2%	2%	
Don't trust them at all	(0)	16	13	4	3	1	4	3	4	-	2	5	2	4	1	-	2	1	5	1	-	3	1	2	13	3	8	6
		2%	2%	1%	2%	1%	2%	2%	2%	-	1%	2%	1%	2%	1%	-	2%	1%	5%	2%	-	2%	1%	2%	2%	1%	2%	
NET: 8-10		519	224	295	47	82	107	87	80	112	143	146	101	110	26	73	52	41	63	33	59	68	71	33	265	254	182	151
		48%	42%	53%	37%	48%	52%	47%	49%	49%	51%	49%	47%	48%	49%	52%	48%	42%	59%	52%	55%	45%	47%	31%	48%	48%	49%	46%
NET: 3-7		503	264	239	72	78	84	84	76	109	130	139	95	107	27	56	49	51	36	24	44	75	73	68	252	251	164	160
		46%	50%	43%	56%	45%	41%	46%	47%	48%	47%	46%	44%	47%	50%	40%	46%	53%	38%	41%	50%	48%	64%	46%	47%	44%	49%	
NET: 0-2		63	43	20	10	12	14	12	6	6	6	16	21	10	11	7	4	9	7	4	8	7	6	33	29	24	15	
		6%	8%	4%	8%	7%	7%	7%	4%	3%	2%	5%	10%	5%	1%	8%	6%	5%	8%	11%	4%	5%	4%	6%	6%	6%	7%	5%
Mean		6.99	6.67	7.29	6.66	6.98	7.05	6.81	7.13	7.22	7.28	7.08	6.70	7.06	7.29	7.13	7.13	6.92	6.95	6.92	7.29	6.81	7.09	6.48	6.98	7.00	7.03	6.98

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Table 57

Q15. I'm going to read out some different types of organisations and professions. On a scale of 0-10 where 10 means you trust them completely and 0 means you don't trust them at all, please tell me how much trust and confidence you have in each?

Base: All respondents

Ordinary man/woman in the street

	Gender			Age						Social Grade				Region								Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teer	
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338	
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326	
Trust them completely	(10)	23 2%	12 2%	11 2%	5 4%	4 2%	2 1%	4 2%	- -	7 3%	6 2%	4 1%	5 2%	6 3%	4 7%	2 1%	2 2%	- -	2 2%	1 1%	3 3%	2 1%	5 3%	3 3%	6 1%	17 3%	3 1%	5 2%
9	(9)	42 4%	11 2%	30 5%	1 1%	5 3%	8 4%	10 5%	4 2%	13 6%	12 4%	12 4%	7 3%	8 3%	1 3%	3 2%	1 1%	5 5%	2 2%	5 7%	3 3%	5 3%	10 7%	5 5%	30 5%	12 2%	20 5%	18 6%
8	(8)	166 15%	75 14%	91 16%	10 8%	17 10%	22 11%	41 22%	34 21%	41 18%	52 19%	45 15%	30 14%	31 14%	9 17%	20 14%	19 18%	12 12%	18 17%	11 18%	22 21%	15 10%	24 16%	14 13%	79 14%	86 16%	53 14%	44 13%
7	(7)	205 19%	100 19%	105 19%	28 21%	36 21%	31 15%	42 23%	22 14%	44 19%	58 21%	59 20%	36 16%	44 19%	12 22%	27 20%	25 24%	17 18%	25 23%	12 19%	15 14%	25 17%	28 19%	17 16%	112 20%	93 17%	73 20%	68 21%
6	(6)	153 14%	85 16%	68 12%	34 26%	24 14%	29 14%	13 7%	26 16%	26 12%	39 14%	48 16%	28 13%	31 14%	7 12%	25 18%	14 13%	9 10%	9 8%	13 20%	16 15%	24 16%	24 16%	11 11%	76 14%	76 14%	53 14%	47 14%
5	(5)	305 28%	153 29%	152 27%	28 22%	49 28%	69 34%	52 28%	49 30%	54 24%	80 29%	84 28%	63 29%	58 25%	12 22%	36 26%	25 24%	31 32%	26 24%	15 23%	28 26%	54 36%	40 26%	39 36%	157 28%	148 28%	108 29%	92 28%
4	(4)	68 6%	34 6%	34 6%	9 7%	6 4%	18 9%	8 4%	11 7%	16 7%	14 5%	22 7%	12 6%	18 8%	4 7%	8 6%	5 5%	10 10%	9 8%	4 6%	8 8%	8 5%	6 4%	7 7%	33 6%	35 7%	19 5%	21 6%
3	(3)	43 4%	24 5%	19 4%	6 5%	12 7%	14 7%	4 2%	2 1%	6 3%	6 2%	13 4%	13 6%	8 4%	- -	2 2%	9 8%	4 4%	3 3%	2 3%	4 4%	14 9%	4 3%	1 1%	19 3%	25 5%	12 3%	10 3%
2	(2)	25 2%	12 2%	13 2%	4 3%	3 2%	1 *	5 3%	6 4%	7 3%	3 1%	4 1%	8 4%	9 4%	1 3%	5 4%	2 2%	3 3%	5 5%	2 3%	2 2%	3 2%	- -	2 2%	11 2%	13 3%	9 2%	6 2%
1	(1)	13 1%	7 1%	6 1%	* *	3 1%	5 2%	- -	1 1%	4 2%	4 2%	1 *	4 2%	2 1%	1 2%	2 1%	3 3%	1 1%	- -	* 1%	2 2%	- -	4 2%	1 1%	5 1%	8 2%	4 1%	3 1%
Don't trust them at all	(0)	43 4%	18 3%	25 5%	3 3%	14 8%	6 3%	5 3%	5 3%	9 4%	6 2%	9 3%	11 5%	14 6%	3 6%	9 7%	1 1%	5 5%	8 7%	- -	4 4%	1 1%	5 4%	6 6%	22 4%	21 4%	17 5%	11 3%
NET: 8-10		230 21%	99 19%	132 24%	17 13%	26 15%	32 16%	55 30%	38 23%	62 27%	70 25%	60 20%	41 19%	45 20%	15 27%	25 18%	23 21%	16 17%	23 21%	17 26%	28 26%	22 15%	39 26%	23 21%	115 21%	116 22%	76 21%	67 20%
NET: 3-7		774 71%	396 74%	378 68%	105 81%	127 73%	161 79%	119 65%	112 69%	146 64%	196 70%	226 75%	153 70%	158 69%	34 63%	99 71%	79 73%	72 74%	72 67%	45 70%	71 67%	125 83%	102 68%	75 70%	396 72%	377 71%	264 71%	239 73%
NET: 0-2		81 7%	37 7%	44 8%	8 6%	19 11%	11 6%	9 5%	12 8%	20 9%	13 5%	14 5%	23 11%	24 11%	5 10%	16 11%	6 6%	8 9%	13 12%	2 3%	8 8%	3 2%	9 6%	9 9%	39 7%	42 8%	30 8%	21 6%
Mean		5.78	5.71	5.83	5.77	5.41	5.51	6.24	5.77	5.96	6.10	5.85	5.49	5.61	6.03	5.58	5.85	5.46	5.61	6.24	5.80	5.68	6.06	5.71	5.81	5.74	5.76	5.87

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Table 58

Q16. And which of these do you think would be best at each of the following, or does it make no difference?

Base: All respondents

Summary table

	Providing a high quality service	Providing a professional service	Providing best value for money	Being open and accountable, for example to service users and regulators	A caring approach
Unweighted base	1085	1085	1085	1085	1085
Weighted base	1085	1085	1085	1085	1085
Charities	135 12%	81 7%	211 19%	181 17%	457 42%
Private companies	233 21%	247 23%	217 20%	91 8%	36 3%
Public authorities	163 15%	206 19%	172 16%	240 22%	130 12%
Makes no difference	534 49%	530 49%	467 43%	554 51%	450 41%
Don't know	21 2%	22 2%	18 2%	18 2%	12 1%

Charity Commission Survey

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Table 59

Q16. And which of these do you think would be best at each of the following, or does it make no difference?

Base: All respondents

Providing a high quality service

	Gender		Age							Social Grade				Region							Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Midlands	West Midlands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teeer
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
Charities	135 12%	69 13%	66 12%	20 15%	16 9%	23 11%	27 15%	13 8%	36 16%	33 12%	40 13%	27 12%	29 13%	6 11%	19 13%	14 13%	13 14%	15 14%	9 14%	20 18%	11 8%	15 10%	13 12%	77 14%	58 11%	44 12%	48 15%
Private companies	233 21%	132 25%	101 18%	37 29%	47 27%	51 25%	38 21%	24 15%	34 15%	82 29%	71 24%	43 20%	33 14%	10 19%	36 25%	19 17%	19 20%	24 23%	14 21%	26 24%	35 23%	35 23%	15 14%	125 23%	107 20%	77 21%	80 24%
Public authorities	163 15%	85 16%	78 14%	17 13%	25 14%	28 14%	31 17%	24 15%	37 16%	50 18%	42 14%	27 12%	36 16%	7 14%	22 16%	20 18%	19 20%	13 12%	8 13%	13 12%	25 17%	21 14%	14 13%	80 15%	83 16%	55 15%	51 16%
Makes no difference	534 49%	239 45%	295 53%	56 43%	82 47%	100 49%	85 46%	97 60%	112 49%	109 39%	142 47%	118 55%	124 54%	30 55%	59 42%	54 50%	41 43%	50 46%	33 51%	48 45%	78 52%	79 52%	62 58%	254 46%	280 52%	182 49%	141 43%
Don't know	21 2%	7 1%	14 2%	1 *	3 2%	3 1%	2 1%	4 2%	8 3%	4 1%	5 2%	2 1%	7 3%	* 1%	4 3%	1 1%	4 4%	6 5%	1 2%	- -	1 1%	1 *	2 2%	14 3%	7 1%	12 3%	7 2%

Charity Commission Survey

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Absolutes/col percents 11 Apr 2016

Table 60

Q16. And which of these do you think would be best at each of the following, or does it make no difference?

Base: All respondents

Providing a professional service

	Gender		Age							Social Grade				Region							Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Midlands	West Midlands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teeer
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
Charities	81 7%	39 7%	42 8%	8 6%	10 6%	15 7%	21 12%	9 6%	17 7%	17 6%	16 5%	21 10%	22 10%	5 9%	9 7%	12 11%	8 8%	9 8%	6 9%	10 9%	9 6%	8 5%	5 5%	54 10%	27 5%	41 11%	29 9%
Private companies	247 23%	154 29%	93 17%	36 27%	50 29%	53 26%	42 23%	27 17%	37 16%	81 29%	82 27%	41 19%	36 16%	10 20%	37 27%	22 20%	17 17%	21 19%	10 16%	33 31%	38 25%	39 26%	20 19%	122 22%	125 23%	71 19%	79 24%
Public authorities	206 19%	107 20%	99 18%	34 27%	29 17%	37 18%	32 18%	34 21%	39 17%	50 18%	56 19%	45 21%	48 21%	11 21%	32 23%	20 18%	26 26%	16 15%	10 15%	24 23%	25 16%	24 16%	18 17%	104 19%	102 19%	72 20%	67 20%
Makes no difference	530 49%	228 43%	302 55%	51 40%	82 47%	96 47%	86 47%	88 55%	123 54%	126 45%	140 47%	108 50%	115 51%	26 48%	61 44%	52 48%	45 47%	56 52%	37 58%	40 37%	76 50%	76 51%	61 57%	257 47%	273 51%	177 48%	142 43%
Don't know	22 2%	5 1%	17 3%	- -	2 1%	4 2%	2 1%	3 2%	11 5%	4 2%	6 2%	2 1%	7 3%	1 2%	- -	2 2%	2 2%	6 5%	2 2%	- -	3 2%	3 2%	3 3%	12 2%	10 2%	9 2%	10 3%

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Table 61

Q16. And which of these do you think would be best at each of the following, or does it make no difference?

Base: All respondents

Providing best value for money

	Gender		Age							Social Grade				Region							Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Midlands	West Midlands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teeer
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
Charities	211	104	107	21	30	51	40	32	37	58	53	41	46	7	28	24	19	23	13	25	26	26	20	131	80	84	80
	19%	20%	19%	16%	17%	25%	22%	20%	16%	21%	18%	19%	20%	14%	20%	22%	20%	21%	20%	23%	17%	17%	19%	24%	15%	23%	24%
Private companies	217	140	77	33	37	50	34	27	35	72	65	41	31	8	34	22	17	25	8	19	36	30	18	106	111	66	72
	20%	26%	14%	26%	22%	24%	19%	16%	15%	26%	22%	19%	14%	14%	25%	20%	18%	23%	13%	17%	24%	20%	17%	19%	21%	18%	22%
Public authorities	172	87	85	22	35	25	34	23	31	51	50	37	29	11	21	18	14	14	12	14	25	22	20	85	87	59	49
	16%	16%	15%	17%	21%	12%	18%	14%	14%	18%	17%	17%	13%	21%	15%	17%	15%	13%	19%	13%	17%	15%	19%	15%	16%	16%	15%
Makes no difference	467	197	270	51	67	77	74	79	117	96	131	93	115	27	55	42	42	43	29	50	60	73	46	211	256	149	113
	43%	37%	49%	39%	39%	38%	41%	49%	52%	34%	44%	43%	51%	50%	40%	39%	43%	40%	46%	47%	40%	48%	43%	38%	48%	40%	35%
Don't know	18	4	14	3	3	1	2	1	7	3	2	5	6	*	1	2	4	2	2	-	3	-	4	16	2	12	13
	2%	1%	2%	2%	2%	1%	1%	*	3%	1%	1%	2%	3%	1%	1%	2%	4%	2%	2%	-	2%	-	3%	3%	*	3%	4%

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Absolutes/col percents 11 Apr 2016

Table 62

Q16. And which of these do you think would be best at each of the following, or does it make no difference?

Base: All respondents

Being open and accountable, for example to service users and regulators

	Gender		Age							Social Grade				Region							Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Midlands	West Midlands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teeer
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
Charities	181 17%	87 16%	94 17%	32 25%	30 18%	39 19%	36 20%	12 8%	31 14%	50 18%	50 17%	37 17%	36 16%	9 16%	23 17%	18 17%	18 19%	15 14%	12 19%	22 20%	27 18%	19 13%	17 16%	117 21%	64 12%	76 20%	80 24%
Private companies	91 8%	62 12%	29 5%	14 11%	17 10%	15 8%	19 10%	10 6%	14 6%	30 11%	24 8%	13 6%	20 9%	2 4%	16 12%	13 12%	5 5%	10 10%	3 4%	5 4%	20 13%	10 7%	7 6%	38 7%	53 10%	18 5%	26 8%
Public authorities	240 22%	140 26%	100 18%	31 24%	38 22%	49 24%	41 23%	43 26%	39 17%	71 25%	74 24%	48 22%	42 18%	12 23%	38 27%	17 16%	25 26%	21 19%	16 25%	27 25%	30 20%	36 24%	18 17%	120 22%	120 22%	83 22%	71 22%
Makes no difference	554 51%	240 45%	315 57%	53 41%	86 50%	99 48%	84 46%	94 58%	137 60%	124 44%	148 49%	120 55%	125 55%	29 55%	61 44%	56 52%	46 48%	58 54%	33 51%	54 50%	71 47%	83 55%	61 57%	261 48%	293 55%	181 49%	144 44%
Don't know	18 2%	2 *	16 3%	- -	2 1%	2 1%	4 2%	3 2%	6 3%	4 1%	4 1%	- -	5 2%	1 2%	1 1%	4 3%	2 2%	3 3%	1 1%	- -	2 1%	2 1%	4 4%	13 2%	5 1%	12 3%	6 2%

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Table 63

Q16. And which of these do you think would be best at each of the following, or does it make no difference?

Base: All respondents

A caring approach

	Gender		Age							Social Grade				Region							Charity Involvement						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Midlands	West Midlands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teeer
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
Charities	457	229	228	58	83	106	80	56	75	152	139	75	78	24	51	43	48	40	26	51	68	62	44	274	183	194	173
	42%	43%	41%	45%	48%	51%	44%	35%	33%	54%	46%	35%	34%	46%	36%	40%	50%	38%	40%	48%	45%	41%	41%	50%	34%	53%	53%
Private companies	36	20	16	6	4	6	7	5	8	8	8	8	9	2	6	6	4	6	-	4	3	4	2	19	17	11	11
	3%	4%	3%	5%	2%	3%	4%	3%	4%	3%	3%	4%	4%	4%	5%	6%	4%	5%	-	4%	2%	2%	2%	3%	3%	3%	3%
Public authorities	130	70	60	20	23	19	23	22	25	27	35	33	29	3	23	12	16	14	8	11	13	19	11	57	73	40	30
	12%	13%	11%	16%	13%	9%	12%	13%	11%	10%	12%	15%	13%	6%	16%	11%	17%	13%	12%	10%	9%	13%	11%	10%	14%	11%	9%
Makes no difference	450	209	241	43	63	74	71	79	116	90	115	101	110	24	60	47	28	47	30	41	63	62	49	191	259	119	106
	41%	39%	44%	33%	36%	36%	39%	49%	51%	32%	38%	46%	48%	44%	43%	43%	29%	44%	47%	38%	42%	41%	45%	35%	48%	32%	33%
Don't know	12	4	8	2	1	2	3	1	3	2	3	-	3	*	-	1	-	1	1	-	4	4	2	8	4	6	6
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	-	1%	1%	-	1%	-	1%	1%	-	2%	2%	2%	1%	1%	2%	2%

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Table 64

Q17. Thinking generally, if you or your family needed support from a public service, would you be more or less confident if the service was provided by a charity than another type of service provider, or would it make no difference? Is that much or a little more/less?

Base: All respondents

	Gender			Age						Social Grade				Region								Charity Involvement					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65 or older	AB	C1	C2	DE	North	North West	Yorks & Humber-side	East Mid-lands	West Mid-lands	Wales	East Anglia	Greater London	South East	South West	Yes	No	Bene-ficiary	Staff/volun-teen
Unweighted base	1085	524	561	93	162	189	200	175	261	419	251	126	229	102	121	100	101	100	100	100	129	132	100	561	524	378	338
Weighted base	1085	532	553	130	173	205	183	162	227	279	300	217	228	54	140	107	97	107	64	107	150	150	107	550	535	370	326
NET: More confident	220 20%	114 21%	106 19%	28 22%	37 21%	35 17%	45 24%	31 19%	45 20%	59 21%	66 22%	52 24%	38 17%	11 20%	31 22%	18 17%	17 18%	28 26%	12 19%	23 22%	32 21%	33 22%	15 14%	129 24%	91 17%	93 25%	69 21%
Much more confident (+2)	71 7%	38 7%	33 6%	13 10%	10 6%	16 8%	9 5%	6 4%	17 7%	21 7%	19 6%	17 8%	13 6%	4 8%	10 7%	5 5%	6 6%	8 8%	4 6%	12 11%	8 5%	8 5%	7 7%	40 7%	31 6%	34 9%	17 5%
A little more confident (+1)	149 14%	76 14%	73 13%	15 12%	26 15%	19 9%	36 19%	25 16%	28 12%	38 14%	48 16%	35 16%	25 11%	6 12%	22 15%	13 12%	11 11%	20 19%	8 12%	11 11%	24 16%	25 17%	8 8%	90 16%	59 11%	59 16%	53 16%
No difference (0)	774 71%	367 69%	407 74%	97 75%	120 69%	154 75%	119 65%	120 74%	160 70%	191 69%	211 70%	155 71%	169 74%	40 75%	95 68%	80 75%	77 79%	67 62%	48 74%	80 74%	102 68%	106 71%	80 74%	380 69%	395 74%	253 68%	229 70%
Slightly less confident (-1)	58 5%	33 6%	25 5%	4 3%	13 7%	11 5%	8 4%	6 3%	17 8%	18 6%	14 5%	7 3%	17 7%	2 4%	10 7%	6 6%	1 1%	5 5%	3 5%	3 2%	12 8%	8 5%	8 7%	23 4%	35 6%	14 4%	16 5%
Much less confident (-2)	22 2%	11 2%	11 2%	1 1%	2 1%	4 2%	9 5%	3 2%	3 1%	7 3%	5 2%	2 1%	5 2%	1 1%	4 3%	3 3%	- -	4 4%	2 2%	- -	5 3%	3 2%	2 2%	13 2%	9 2%	7 2%	9 3%
NET: Less confident	80 7%	44 8%	36 6%	5 4%	15 9%	14 7%	17 9%	8 5%	21 9%	25 9%	18 6%	9 4%	21 9%	3 5%	13 9%	9 8%	1 1%	9 9%	5 8%	3 2%	17 11%	11 7%	10 9%	36 7%	44 8%	21 6%	25 8%
Don't know	11 1%	6 1%	5 1%	- -	1 *	2 1%	4 2%	2 1%	2 1%	4 1%	5 2%	2 1%	- -	- -	- -	1 1%	1 2%	3 3%	- -	2 2%	- -	1 1%	2 2%	5 1%	6 1%	4 1%	3 1%
Mean	0.18	0.18	0.17	0.27	0.17	0.17	0.15	0.16	0.17	0.17	0.21	0.27	0.11	0.21	0.17	0.11	0.23	0.23	0.15	0.31	0.12	0.18	0.10	0.22	0.13	0.27	0.16
More - Less confident	140 13%	70 13%	70 13%	23 18%	22 12%	21 10%	28 15%	23 14%	24 11%	34 12%	48 16%	43 20%	17 7%	8 15%	18 13%	9 8%	16 16%	19 18%	7 11%	21 19%	15 10%	22 15%	5 5%	93 17%	47 9%	72 19%	45 14%