

Saga / Populus Panel

21 December 2012

Populus interviewed 8,402 Saga customers, all aged 50+, online between 14-20 December 2012. Populus is a member of the British Polling Council and abides by its rules; for more information see www.populus.co.uk.

Wills

- Most respondents have a Will (85%) but 15% do not. The likelihood of having a Will rises with age: just 61% of 50-54 year olds have, compared with 92% of 70-74 year olds and 95% of those aged 75 or over.
- Of those respondents with a Will, 44% review it every three to five years and another third (34%) have never reviewed it. 5% only bought it this year and so have not needed to review it yet.
- The most common Will among respondents is a Single Will (owned by 46% of those with a Will – rising to 53% of women). Nearly a third have a Mirror Will (31% - rising to 34% of men) but one-in-ten (10%) don't know what sort of Will they have.
- One-in-six respondents with a Will (17%) have become a grandparent since they last reviewed their Will (rising to 22% of 65-69 year olds). 10% have moved house, 5% have received an inheritance, 2% have had their partner die, and 2% have bought or sold a property abroad. Two-thirds (66%) don't think any particularly significant events have happened to them since they last reviewed the Will.
- When it comes to legal language regarding Wills and estate planning, levels of understanding among Saga customers varies greatly. For example, while 99% of respondents are sure or fairly sure they understand 'beneficiary', 'estate', 'executor' and 'assets', 39% are not sure or have no idea about 'IHT' and 34% are not sure or have no idea about 'tenants in common' or 'testator'.
- Understanding frequently increases with age. 71% of 50-54 year olds are sure or fairly sure of 'chattels', but this rises to 93% of those aged 75 or over. Similarly, 61% of 50-54s understand 'codicil', rising to 92% of those 75+.

Grandchildren

- Two-thirds (68%) of respondents with grandchildren have grandchildren aged 16 or under. 9% say their grandchildren are over 16, and nearly a quarter (23%) say they have grandchildren both over and under 16.
- The majority of these respondents with grandchildren aged 16 or under see, speak to or hear from them once a week or more often (61%). 85% have such contact on at least a monthly basis. Those with grandchildren aged over 16 have less contact: 34% hear from them at least once a week.

Learning new skills

- A third of respondents (34%) have been on a course to learn new skills in the last five years. Women are more likely than men to have done this (43% against 29%), as are younger respondents (52% of 50-54s, compared to 21% of those aged 75 or over).
- The most common reason for not going on a course is because they are not interested (47% of those who have not learnt new skills, rising to 51% of men). 12%, however, say it is because the cost of doing some courses stops them from trying to learn new skills.
- Of those who have learnt new skills in the last five years, more than half (52%) say they attended the course because they like to keep learning new skills (rising to 59% of women). More than a third (37%) wanted to learn new skills to help them in the workplace.
- Two-fifths of respondents say they would most prefer to attend a weekly course at a college or education centre, compared to a quarter (25%) who would prefer an online course.

Home repairs

- Most respondents (57%) believe that there is no aspect of their home that is currently in need of repair, but one-in-eight (13%) think their guttering or drainage are in need of repair. Roofing and insulation are also relatively common problems (10% and 9% respectively).
- Of those who think there is something in their home that needs repair, nearly half will use their savings (46%) and 37% will pay for the repair out of their regular income. 14% will repair the problem themselves (rising to 18% of men).



Moving home

- Nearly half (49%) of respondents last moved home more than 20 years ago and 3% have never moved as an adult. 2%, however, moved under a year ago, and another 10% moved 1-5 years ago.
- Of those who have moved home as an adult, 78% have left something behind for the next owners. The most common items left behind are manuals for appliances (64%), telephone directories (56%) and notes on how to work things in the house (41%). One-in-five (21%) have left behind welcome or good luck cards and 13% (rising to 23% of those who moved in the last year) have left behind presents.
- More than a third (37%) of those who have moved home have taken curtains or blinds with them, and 29% say they think the previous owner has taken these with them. Just 2% admit to taking light bulbs, but nearly a fifth think previous owners have removed them:

	I have taken with me when I've moved home	The previous owner has taken with them
Curtains/ blinds	37%	29%
Plants/ shrubs/ trees	25%	10%
Carpets	12%	12%
Washing line	11%	10%
Sheds/ greenhouse	6%	3%
Telephone directory	5%	9%
Built in appliances	3%	6%
Toilet roll holder	3%	7%
Light bulbs	2%	18%
Satellite dish	2%	2%
Toilet seat	1%	1%
Light switch covers/ handles	1%	5%
Door handles	<1%	1%
Shower head	<1%	1%

2013 travel

- In 2013, two-fifths of respondents will go to a country they have been to before (41%). 39%, however, plan to go somewhere new for the first time. More than a quarter plan to go on holiday but don't yet know what type (27%) and 26% (falling to 17% of the over 74s) will explore a country or region.
- Of those planning a foreign holiday in 2013, three-quarters will visit Europe, 19% will visit North America and 12% will visit Asia. Of the 5% planning to visit South America, 45% admit that they have never been to the continent before.



- Respondents who go on holiday like their holidays to be:

Value for money	69%
Relaxing	68%
To places I've never been before	53%
To places I've been before	35%
A chance to meet new people	30%
Exciting	24%
To far flung destinations	18%
Adventurous	17%
Other	9%

- The majority of those who go on holiday agree with the statements 'when I get back from my holiday I feel I've had new experiences and created new memories' (85% agree) and 'when I get back from my holiday I feel relaxed, refreshed and raring to go' (58% agree). 52% agree that it is now more possible to take an adventurous holiday than it was when they were in their 30s.
- Just 10% agree with the statement 'when I get back from my holiday I feel exhausted and ready for another break'.

2013 economic indicators

- Opinion is split on whether the FTSE 100 index will rise or fall over the course of 2013. 28% think it will end higher than now, but 16% feel it will end lower. More than a third (36%) think it will end 2013 roughly at the same level.
- More than two-fifths (44%) of respondents think the Bank of England base rate will still be 0.5% by the end of 2013, but 32% think it will be between 0.5% and 0.75%. Just one-in-ten (11%) think it will end 2013 at 1% or higher.

