

Saga / Populus Panel February 2014

Populus interviewed 11,780 Saga customers, all aged 50+, online between 13 and 27 February 2014. Populus is a member of the British Polling Council and abides by its rules; for more information see www.populus.co.uk.



GP Appointments

- When thinking back to the last time they tried to book a GP appointment, 78% of respondents waited under a week for their appointment, with 46% getting one the same, or the next, day. Saga respondents in East Anglia and Wales are the most likely to have got an appointment on the same, or the next day, (both 51%), whilst this is true for only 30% of Northern Ireland respondents.
- Three-in-ten respondents have an ongoing condition requiring multiple health appointments. Younger respondents are the least likely to have an ongoing condition, and this likelihood increases with age (28% of 50-59 year olds vs. 45% of 80-89 year olds).
- Of those with an ongoing health condition, 72% find managing their medical appointments easy. Males (74%) and older respondents (76% of 80-89 year olds) are most likely to say this. Only two-fifths (19%) of respondents with an ongoing condition have missed an appointment by accident.

Suitcases

- Four-fifths (81%) of respondents go on holiday with their spouse or partner, and males are more likely than females to do so (86% vs. 74% respectively).
- When going on holiday, 78% of Saga respondents pack their own suitcase. Women are much more likely than men to pack their own suitcase (94% vs. 68%), and men, in turn, are significantly more likely to have their suitcase packed by their spouse/partner (29% vs. 3% of women). Indeed, 34% of women pack their partner's suitcase.
- Of those who have had their suitcases packed by someone else, only 22% admitted this fact to airport staff when asked if they had packed their own suitcase. Males are slightly more likely to have done so than females (22% vs. 18% respectively).

UK Flooding

- Saga respondents believe that neither the government nor the Environment Agency have put enough flooding prevention measures into place: three-quarters believe that the Environment Agency has not done enough, while a similar proportion (74%) believe the Government done enough. 84% believe that the floods have forced communities to come together to help one another.
- 41% of respondents believe that the flooding is due to global warming, caused by human activity, whilst another 20% believe it to be an act of God, and therefore unpreventable.
- Nevertheless, a majority (73%) anticipate that we will face extreme weather like this on an ongoing basis.

	<i>NET: Agree</i>	Neither agree nor disagree	<i>NET: Disagree</i>
The floods are an act of God, and the damage they cause cannot be prevented	20%	18%	58%
The government has not put enough preventative measures into place	74%	13%	11%
The Environment Agency has not put enough preventative measures into place	75%	12%	11%
The government has responded well to the flooding crisis	29%	21%	48%
The floods have forced communities to come together to help one another	84%	10%	2%
The floods are an example of the more extreme weather we are likely to face on an ongoing basis	73%	15%	9%
The floods are due to global warming, caused by human activity	41%	25%	27%

House valuation

- Over 9-in-ten (93%) respondents own their own home. This figure is highest among AB respondents (96%) and falls with social grade (76% of DE respondents). Of home-owners, 65% check the value of their house through looking at similar houses in property pages and 47% look at property websites. Fewer respondents use land registry data or professional valuations to check the value of their house (29% and 18% respectively). Women are more likely than men to check their value of their house through these methods.
- Only 31% of owners view their house as a way to fund their care in later life, while one quarter see it as a source of funding for the retirement. 71% of owners with children view their house as an inheritance for their children.



Bag charges

- When thinking about the government's introduction of a 5p bag charge, seven-in-ten respondents say they will change their shopping habits in one of the listed ways. 57% of respondents will take more old bags with them and 22% will buy more reusable bags.
- Women are slightly more likely than men to change their shopping habit thanks to the 5p bag charge (74% vs. 67% respectively).

Employers' National Insurance

- Two-fifths (41%) of Saga respondents believe the Chancellor should exempt companies from paying employers' National Insurance when taking on someone who has been unemployed for more than a year. This figure is higher among men than women (44% vs. 36% respectively), and among those in higher social grades (43% of AB respondents vs. 32% of DE respondents). 22% of respondents were unsure.