

# The future of cash

Client: NoteMachine



Fieldwork dates: 31/05/2022 to 21/06/2022

Interview method: Telephone

Population effectively sampled: UK adults aged 18+

Sample size: 2,003

**Data weighting:** Data was weighted to the profile of all adults aged 18+. Data was weighted by sex, region, and age. Targets for the weighted data were derived from the Office for National Statistics.

**Presentation of questions:** The computer tables attached in PDF format show each question, in full, in the order they were put to respondents, including all response codes and the bases for all demographics.

In all questions where the responses are a list of parties, names, or statements, these will typically have been displayed to respondents in a randomising order.

Questions where there is a 'natural order' to responses (e.g., numerical responses, ordinal scales such as 'strongly disagree' to 'strongly agree', or factual questions (e.g., demographics) will not have been randomised.

Some questions may not have been asked to all respondents, for example in cases where they were filtered based on answers to previous questions to ensure that respondents were only asked relevant questions. This will affect the base size of the question.

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**British Polling Council:** WA Communications is a member of the British Polling Council and abides by its rules <https://www.britishpollingcouncil.org/>

Q12. Which of the following have you used cash to pay for in the last few months?

	Age							Gender	
	Total	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Unweighted base	2003	92	121	139	210	412	1029	944	1055
Weighted base	2003	213	342	321	340	313	473	977	1020
Paying and / or tipping someone (e.g. gardener, waiter, hairdresser, window cleaner, busker, etc.)	55%	47%	51%	55%	59%	56%	58%	53%	57%
Giving money to a friend (e.g. paying them back, putting money in a birthday card)	49%	39%	54%	53%	52%	48%	44%	46%	51%
Giving a donation (e.g. homeless person, charity fundraiser, etc.)	48%	49%	46%	49%	49%	50%	45%	47%	49%
Giving pocket money or an allowance to your child	23%	10%	22%	35%	32%	16%	21%	19%	27%
Top-up food shop (e.g. milk or eggs from a corner shop)	54%	59%	50%	54%	56%	55%	52%	54%	54%
Food or drinks when out (e.g. at the pub, a restaurant, a coffee, a sandwich or a drink on the go or at work)	53%	50%	55%	58%	52%	58%	48%	55%	52%
Getting a haircut or beauty treatment (e.g. wax, nails etc.)	44%	50%	49%	39%	40%	42%	47%	48%	41%
Newspapers and/or magazines	25%	12%	15%	19%	25%	31%	38%	24%	26%
Tickets for an activity (e.g. cinema, concert, event, etc.)	17%	37%	19%	12%	12%	16%	13%	19%	14%
Taxi ride	25%	32%	23%	22%	26%	22%	28%	24%	26%
Bus or train fare	19%	35%	20%	19%	21%	14%	11%	19%	18%
Gas, electric or water either to pay a bill, into a pre-pay meter, or to top up a card	9%	15%	8%	9%	8%	10%	7%	9%	9%
Not used cash for any of the above	11%	13%	12%	10%	9%	10%	12%	11%	11%

Q13a. How important do you think it is that cash remains in use, when thinking of society as a whole?

		Age						Gender	
	Total	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Unweighted base	2003	92	121	139	210	412	1029	944	1055
Weighted base	2003	213	342	321	340	313	473	977	1020
Essential	38%	30%	27%	39%	36%	48%	43%	34%	42%
Very important	26%	24%	20%	27%	29%	23%	30%	26%	26%
Fairly important	14%	22%	19%	11%	14%	13%	11%	15%	14%
Somewhat important	5%	5%	6%	7%	6%	5%	3%	6%	4%
Not that important	13%	16%	18%	13%	12%	9%	12%	15%	11%
Not at all important	4%	1%	10%	3%	4%	2%	1%	5%	2%

Q13b. How important do you think it is that cash remains in use, when thinking of yourself?

		Age						Gender	
	Total	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Unweighted base	2003	92	121	139	210	412	1029	944	1055
Weighted base	2003	213	342	321	340	313	473	977	1020
Essential	26%	20%	19%	22%	25%	33%	35%	23%	30%
Very important	23%	15%	18%	26%	21%	20%	29%	21%	24%
Fairly important	15%	24%	13%	10%	15%	16%	15%	17%	14%
Somewhat important	7%	10%	7%	11%	10%	7%	3%	8%	7%
Not that important	22%	26%	28%	24%	21%	21%	16%	23%	21%
Not at all important	7%	5%	15%	7%	7%	4%	2%	9%	4%

Q14. Why do you see a role for cash in society?

		Age						Gender		
		Total	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Unweighted base		1704	70	87	119	180	363	885	775	927
Weighted base		1679	175*	246	274	289	281	414	787	887
For people who don't want to or can't use other means (e.g. old people)		36%	24%	28%	39%	34%	46%	40%	29%	43%
A necessity for when other means of payment are not accepted or not working		26%	40%	29%	21%	33%	22%	20%	29%	23%
Easier to budget when money is in your pocket		23%	17%	23%	31%	18%	22%	24%	20%	25%
Easier to pay for small things		19%	13%	22%	20%	18%	19%	20%	22%	17%
More convenient / essential for certain things (e.g. tradesmen)		18%	28%	11%	17%	22%	14%	20%	17%	20%
Something else		23%	18%	28%	32%	23%	22%	17%	26%	20%

Q15a. Roughly how far, in travelling time, is the nearest free to use cash-point from your home?

	Age							Gender		Urban/ Rural	
	Total	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	Urban	Rural
Unweighted base	2003	92	121	139	210	412	1029	944	1055	1440	563
Weighted base	2003	213	342	321	340	313	473	977	1020	1505	498
Under 5 minutes	38%	41%	52%	48%	37%	31%	25%	42%	34%	40%	30%
5 - 10 minutes	41%	40%	34%	40%	37%	48%	45%	42%	40%	40%	43%
11 - 20 minutes	11%	10%	5%	6%	16%	11%	15%	8%	13%	9%	15%
21 - 30 minutes	2%	0%	1%	3%	4%	3%	3%	1%	4%	1%	6%
31 - 45 minutes	1%	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%
46 - 60 minutes	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%
More than one hour	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
Don't know	7%	9%	7%	3%	6%	4%	11%	6%	7%	8%	3%

Q17b. To what extent do you agree or disagree with the following statements? I am concerned by bank branch closures.

	Age							Gender	
	Total	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Unweighted base	2003	92	121	139	210	412	1029	944	1055
Weighted base	2003	213	342	321	340	313	473	977	1020
NET: Agree	63%	43%	47%	65%	71%	73%	69%	60%	66%
Strongly agree	43%	15%	26%	41%	51%	54%	58%	39%	48%
Tend to agree	19%	28%	21%	24%	20%	18%	11%	21%	18%
Neither/nor	11%	18%	16%	12%	11%	10%	6%	12%	11%
Tend to disagree	9%	17%	15%	9%	7%	7%	6%	10%	8%
Strongly disagree	9%	11%	15%	11%	5%	5%	8%	9%	8%
NET: Disagree	18%	28%	30%	20%	12%	12%	13%	20%	17%
Don't know	7%	11%	7%	3%	6%	4%	11%	7%	7%

Q17c. To what extent do you agree or disagree with the following statements? I have been directly affected by a bank branch closing.

	Age							Gender		Urban/ Rural	
	Total	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	Urban	Rural
Unweighted base	2003	92	121	139	210	412	1029	944	1055	1440	563
Weighted base	2003	213	342	321	340	313	473	977	1020	1505	498
NET: Agree	767	38	96	98	173	150	211	360	406	541	225
Strongly agree	29%	13%	15%	22%	39%	38%	36%	27%	30%	27%	33%
Tend to agree	10%	5%	13%	9%	12%	10%	8%	10%	10%	9%	12%
Neither/nor	9%	11%	8%	12%	5%	8%	8%	7%	10%	8%	11%
Tend to disagree	15%	20%	13%	16%	17%	15%	13%	15%	15%	16%	12%
Strongly disagree	30%	39%	41%	38%	21%	24%	22%	32%	27%	30%	28%
NET: Disagree	45%	59%	54%	54%	38%	39%	35%	48%	43%	47%	40%
Don't know	8%	11%	9%	3%	6%	5%	12%	9%	7%	9%	4%



Q17d. To what extent do you agree or disagree with the following statements? If the UK went cashless it would be problematic for me.

	Age							Gender	
	Total	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Unweighted base	2003	92	121	139	210	412	1029	944	1055
Weighted base	2003	213	342	321	340	313	473	977	1020
NET: Agree	53%	52%	33%	54%	50%	58%	67%	47%	59%
Strongly agree	37%	32%	20%	34%	37%	41%	52%	33%	41%
Tend to agree	16%	20%	13%	20%	13%	17%	14%	14%	18%
Neither/nor	10%	8%	16%	5%	13%	11%	6%	9%	10%
Tend to disagree	14%	19%	15%	17%	14%	14%	8%	16%	12%
Strongly disagree	16%	9%	29%	21%	17%	13%	8%	20%	12%
NET: Disagree	30%	28%	44%	38%	31%	26%	16%	36%	24%
Don't know	7%	11%	7%	3%	6%	4%	12%	8%	7%

Q17f. To what extent do you agree or disagree with the following statements? I'm more likely to use cash as the cost-of-living crisis gets worse as it allows me to be more careful with my spending .

	Age							Gender		Income			
	Total	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	£20k or less	£20k-£30k	£30k-£50k	£50k+
Unweighted base	2003	92	121	139	210	412	1029	944	1055	835	263	218	125
Weighted base	2003	213	342	321	340	313	473	977	1020	705	324	354	153*
NET: Agree	37%	34%	31%	34%	37%	40%	44%	33%	41%	47%	37%	25%	19%
Strongly agree	26%	22%	15%	25%	27%	28%	32%	20%	31%	35%	25%	14%	10%
Tend to agree	12%	12%	16%	9%	10%	12%	12%	12%	11%	12%	12%	11%	10%
Neither/nor	14%	17%	17%	13%	11%	16%	12%	14%	14%	16%	12%	12%	13%
Tend to disagree	16%	13%	17%	18%	16%	16%	15%	15%	16%	13%	20%	23%	22%
Strongly disagree	25%	25%	27%	31%	30%	24%	17%	30%	21%	18%	28%	39%	43%
NET: Disagree	41%	38%	43%	49%	46%	40%	32%	45%	37%	32%	48%	62%	65%
Don't know	8%	11%	8%	4%	7%	5%	12%	8%	8%	5%	3%	2%	3%