

YouGov / Restart Project Survey Results

Sample Size: 2051 adults in GB
Fieldwork: 12th - 13th October 2023

| | Vote in 2019 GE | | | 2016 EU Ref | | Gender | | Age | | | | Social Grade | | Country | | | Region in England | | | | | |
|--------------------------|-----------------|-----|-----|-------------|--------|--------|------|--------|-------|-------|-------|--------------|------|---------|---------|-------|-------------------|-------|----------|--------|---------------|---|
| | Total | Con | Lab | Lib Dem | Remain | Leave | Male | Female | 18-24 | 25-49 | 50-64 | 65+ | ABC1 | C2DE | England | Wales | Scotland | North | Midlands | London | Rest of South | |
| Weighted Sample | 2051 | 671 | 496 | 174 | 723 | 764 | 993 | 1058 | 215 | 847 | 507 | 482 | 1169 | 882 | 1770 | 103 | 178 | 494 | 340 | 248 | 687 | |
| Unweighted Sample | 2051 | 686 | 470 | 178 | 832 | 771 | 916 | 1135 | 150 | 825 | 521 | 555 | 1265 | 786 | 1760 | 114 | 177 | 512 | 358 | 162 | 728 | |
| | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % |

Thinking about the most recent time that you had a broken electrical device (e.g. phone, lamp, vacuum cleaner etc), which of the following best describes your experience?

| | | | | | | | | | | | | | | | | | | | | | |
|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| A replacement was covered by a warranty | 10 | 10 | 10 | 10 | 11 | 9 | 11 | 9 | 7 | 11 | 9 | 9 | 10 | 9 | 9 | 14 | 11 | 8 | 6 | 13 | 10 |
| I had it repaired | 13 | 10 | 16 | 17 | 14 | 12 | 12 | 15 | 17 | 15 | 10 | 13 | 13 | 13 | 14 | 11 | 13 | 13 | 15 | 13 | 13 |
| I tried to have it repaired, but didn't succeed | 10 | 13 | 8 | 14 | 9 | 13 | 8 | 12 | 6 | 10 | 11 | 13 | 10 | 10 | 11 | 6 | 9 | 12 | 11 | 11 | 10 |
| I repaired it myself | 15 | 16 | 15 | 12 | 16 | 17 | 20 | 10 | 13 | 14 | 17 | 17 | 15 | 16 | 15 | 16 | 14 | 17 | 18 | 6 | 16 |
| I threw it away or replaced it without trying to have it repaired | 29 | 33 | 29 | 24 | 29 | 31 | 26 | 32 | 16 | 28 | 36 | 28 | 31 | 27 | 30 | 25 | 26 | 31 | 29 | 30 | 29 |
| I have stored it away for now | 8 | 6 | 8 | 15 | 8 | 5 | 8 | 9 | 13 | 8 | 7 | 7 | 9 | 8 | 8 | 15 | 10 | 6 | 9 | 10 | 7 |
| Other | 3 | 4 | 2 | 1 | 3 | 5 | 3 | 3 | 5 | 2 | 3 | 5 | 2 | 5 | 3 | 7 | 4 | 3 | 3 | 4 | 3 |
| Don't know | 11 | 7 | 12 | 8 | 10 | 8 | 11 | 10 | 23 | 13 | 6 | 8 | 10 | 12 | 11 | 6 | 12 | 10 | 9 | 13 | 12 |

You said that you didn't try to repair your last broken electrical device, or that it couldn't be repaired.

Which of the following, if any, best describes why that is? Please tick all that apply.

[Asked only to those who did not have their last broken electrical device repaired; n=995]

| | | | | | | | | | | | | | | | | | | | | | |
|--|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| It was too expensive to get it repaired | 38 | 39 | 37 | 33 | 37 | 39 | 39 | 37 | 48 | 36 | 40 | 35 | 39 | 36 | 38 | 35 | 35 | 40 | 42 | 34 | 36 |
| It was quicker to just replace it | 33 | 35 | 29 | 29 | 35 | 33 | 37 | 30 | 23 | 34 | 34 | 34 | 33 | 33 | 33 | 42 | 33 | 35 | 26 | 36 | 33 |
| I didn't know where I could take it to be repaired | 20 | 15 | 27 | 28 | 24 | 17 | 18 | 21 | 13 | 22 | 19 | 19 | 21 | 18 | 19 | 28 | 27 | 17 | 18 | 21 | 19 |
| I was told it could not be repaired | 15 | 14 | 15 | 20 | 16 | 13 | 13 | 16 | 16 | 12 | 13 | 22 | 15 | 14 | 16 | 8 | 10 | 16 | 20 | 18 | 13 |
| I didn't think to try and repair it | 10 | 7 | 15 | 5 | 10 | 8 | 9 | 10 | 15 | 15 | 6 | 4 | 9 | 11 | 9 | 14 | 14 | 8 | 7 | 15 | 8 |
| Other | 5 | 4 | 5 | 10 | 7 | 4 | 4 | 6 | 10 | 6 | 4 | 4 | 6 | 4 | 5 | 6 | 6 | 5 | 4 | 5 | 6 |
| Don't know | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 7 | 2 | 3 | 1 | 2 | 3 | 3 | 5 | 0 | 2 | 3 | 4 | 2 |

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| | Vote in 2019 GE | | | 2016 EU Ref | | Gender | | Age | | | | Social Grade | | Country | | | Region in England | | | | | |
|--------------------------|-----------------|-----|-----|-------------|--------|--------|------|--------|-------|-------|-------|--------------|------|---------|---------|-------|-------------------|-------|----------|--------|---------------|---|
| | Total | Con | Lab | Lib Dem | Remain | Leave | Male | Female | 18-24 | 25-49 | 50-64 | 65+ | ABC1 | C2DE | England | Wales | Scotland | North | Midlands | London | Rest of South | |
| Weighted Sample | 2051 | 671 | 496 | 174 | 723 | 764 | 993 | 1058 | 215 | 847 | 507 | 482 | 1169 | 882 | 1770 | 103 | 178 | 494 | 340 | 248 | 687 | |
| Unweighted Sample | 2051 | 686 | 470 | 178 | 832 | 771 | 916 | 1135 | 150 | 825 | 521 | 555 | 1265 | 786 | 1760 | 114 | 177 | 512 | 358 | 162 | 728 | |
| | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % |

To what extent, if at all, would you support or oppose each of the following Government policies to keep electrical products (phone, lamp, vacuum cleaner) being used for longer?
A scheme where, if an electrical product breaks, you can receive a voucher, funded by manufacturers, that allows you to pay a reduced cost at a verified repairer

| | | | | | | | | | | | | | | | | | | | | | |
|----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Strongly support | 35 | 31 | 43 | 35 | 40 | 31 | 32 | 38 | 30 | 37 | 36 | 31 | 35 | 35 | 34 | 44 | 36 | 34 | 34 | 40 | 32 |
| Tend to support | 44 | 48 | 38 | 47 | 44 | 46 | 46 | 42 | 39 | 43 | 46 | 45 | 45 | 42 | 45 | 32 | 40 | 45 | 45 | 42 | 46 |
| TOTAL SUPPORT | 79 | 79 | 81 | 82 | 84 | 77 | 78 | 80 | 69 | 80 | 82 | 76 | 80 | 77 | 79 | 76 | 76 | 79 | 79 | 82 | 78 |
| Tend to oppose | 6 | 6 | 6 | 8 | 6 | 6 | 7 | 5 | 5 | 5 | 6 | 7 | 7 | 5 | 6 | 10 | 9 | 6 | 5 | 5 | 6 |
| Strongly oppose | 1 | 2 | 1 | 2 | 1 | 2 | 2 | 1 | 2 | 1 | 1 | 2 | 1 | 2 | 2 | 2 | 1 | 2 | 1 | 1 | 2 |
| TOTAL OPPOSE | 7 | 8 | 7 | 10 | 7 | 8 | 9 | 6 | 7 | 6 | 7 | 9 | 8 | 7 | 8 | 12 | 10 | 8 | 6 | 6 | 8 |
| Don't know | 14 | 13 | 12 | 9 | 10 | 14 | 13 | 14 | 23 | 13 | 10 | 15 | 12 | 16 | 14 | 12 | 14 | 14 | 16 | 12 | 13 |

Removing VAT from repair services and spare parts

| | | | | | | | | | | | | | | | | | | | | | |
|----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Strongly support | 42 | 45 | 45 | 44 | 45 | 47 | 41 | 44 | 29 | 39 | 49 | 47 | 42 | 43 | 42 | 51 | 39 | 44 | 38 | 44 | 43 |
| Tend to support | 38 | 38 | 38 | 43 | 38 | 37 | 39 | 37 | 42 | 37 | 35 | 40 | 39 | 37 | 38 | 34 | 44 | 35 | 42 | 35 | 39 |
| TOTAL SUPPORT | 80 | 83 | 83 | 87 | 83 | 84 | 80 | 81 | 71 | 76 | 84 | 87 | 81 | 80 | 80 | 85 | 83 | 79 | 80 | 79 | 82 |
| Tend to oppose | 5 | 6 | 4 | 7 | 7 | 5 | 7 | 3 | 4 | 7 | 5 | 4 | 6 | 5 | 5 | 7 | 6 | 6 | 4 | 6 | 5 |
| Strongly oppose | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 2 | 1 | 1 |
| TOTAL OPPOSE | 6 | 7 | 6 | 8 | 8 | 6 | 8 | 3 | 4 | 8 | 6 | 5 | 7 | 6 | 6 | 7 | 7 | 7 | 6 | 7 | 6 |
| Don't know | 13 | 10 | 11 | 6 | 10 | 11 | 10 | 16 | 25 | 15 | 10 | 8 | 12 | 15 | 14 | 8 | 11 | 14 | 15 | 14 | 12 |

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|--------------------------|-----------------|-----|-----|-------------|--------|--------|------|--------|-------|-------|-------|--------------|------|---------|---------|-------|-------------------|-------|----------|--------|---------------|---|
| | Total | Con | Lab | Lib Dem | Remain | Leave | Male | Female | 18-24 | 25-49 | 50-64 | 65+ | ABC1 | C2DE | England | Wales | Scotland | North | Midlands | London | Rest of South | |
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| Unweighted Sample | 2051 | 686 | 470 | 178 | 832 | 771 | 916 | 1135 | 150 | 825 | 521 | 555 | 1265 | 786 | 1760 | 114 | 177 | 512 | 358 | 162 | 728 | |
| | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % |

Extending 'Right to Repair' legislation, which requires manufacturers of certain types of appliances (e.g. dishwashers, washing machines, fridges, televisions) to make a wide range of information, parts, and tools necessary for repairs available to independent repair shops, and limited parts available to consumers, to all appliances and devices, such as smartphones, laptops and vacuum cleaners

| | | | | | | | | | | | | | | | | | | | | | |
|----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Strongly support | 47 | 46 | 60 | 50 | 54 | 45 | 46 | 47 | 40 | 45 | 49 | 50 | 50 | 42 | 46 | 62 | 39 | 46 | 44 | 48 | 47 |
| Tend to support | 38 | 41 | 29 | 45 | 36 | 41 | 39 | 37 | 31 | 38 | 39 | 39 | 37 | 38 | 38 | 23 | 42 | 39 | 37 | 38 | 38 |
| TOTAL SUPPORT | 85 | 87 | 89 | 95 | 90 | 86 | 85 | 84 | 71 | 83 | 88 | 89 | 87 | 80 | 84 | 85 | 81 | 85 | 81 | 86 | 85 |
| Tend to oppose | 3 | 3 | 2 | 1 | 2 | 3 | 4 | 2 | 3 | 4 | 3 | 2 | 3 | 3 | 3 | 6 | 5 | 2 | 5 | 2 | 2 |
| Strongly oppose | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 1 |
| TOTAL OPPOSE | 4 | 4 | 3 | 2 | 3 | 4 | 5 | 2 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 6 | 6 | 3 | 6 | 3 | 3 |
| Don't know | 12 | 9 | 8 | 3 | 7 | 11 | 10 | 14 | 26 | 12 | 10 | 8 | 9 | 16 | 12 | 9 | 13 | 12 | 13 | 11 | 12 |

Manufacturers and retailers being required to include an index at point of sale, which displays a score on how repairable a product is

| | | | | | | | | | | | | | | | | | | | | | |
|----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Strongly support | 38 | 37 | 46 | 41 | 43 | 38 | 38 | 38 | 27 | 36 | 42 | 43 | 38 | 37 | 38 | 46 | 32 | 40 | 36 | 40 | 37 |
| Tend to support | 42 | 44 | 38 | 49 | 42 | 44 | 41 | 43 | 40 | 43 | 40 | 44 | 43 | 41 | 42 | 37 | 46 | 40 | 44 | 40 | 44 |
| TOTAL SUPPORT | 80 | 81 | 84 | 90 | 85 | 82 | 79 | 81 | 67 | 79 | 82 | 87 | 81 | 78 | 80 | 83 | 78 | 80 | 80 | 80 | 81 |
| Tend to oppose | 4 | 5 | 4 | 2 | 4 | 4 | 6 | 3 | 5 | 5 | 3 | 4 | 5 | 4 | 4 | 6 | 4 | 5 | 6 | 3 | 4 |
| Strongly oppose | 2 | 2 | 1 | 0 | 1 | 2 | 2 | 1 | 4 | 2 | 1 | 1 | 2 | 1 | 1 | 0 | 4 | 1 | 2 | 2 | 1 |
| TOTAL OPPOSE | 6 | 7 | 5 | 2 | 5 | 6 | 8 | 4 | 9 | 7 | 4 | 5 | 7 | 5 | 5 | 6 | 8 | 6 | 8 | 5 | 5 |
| Don't know | 14 | 12 | 11 | 7 | 10 | 13 | 13 | 15 | 24 | 15 | 14 | 8 | 12 | 17 | 14 | 11 | 14 | 14 | 12 | 15 | 14 |

Sample Size: 2051 adults in GB
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|--------------------------|-----------------|-----|-----|-------------|--------|--------|------|--------|-------|-------|-------|--------------|------|---------|---------|-------|-------------------|-------|----------|--------|---------------|---|
| | Total | Con | Lab | Lib Dem | Remain | Leave | Male | Female | 18-24 | 25-49 | 50-64 | 65+ | ABC1 | C2DE | England | Wales | Scotland | North | Midlands | London | Rest of South | |
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| Unweighted Sample | 2051 | 686 | 470 | 178 | 832 | 771 | 916 | 1135 | 150 | 825 | 521 | 555 | 1265 | 786 | 1760 | 114 | 177 | 512 | 358 | 162 | 728 | |
| | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % |

Targets for recycling centres which ensure that reuse is prioritised over recycling so that products in good condition can be used again

| | | | | | | | | | | | | | | | | | | | | | |
|----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Strongly support | 38 | 38 | 46 | 46 | 45 | 36 | 33 | 43 | 29 | 36 | 43 | 41 | 39 | 37 | 38 | 46 | 32 | 38 | 35 | 43 | 38 |
| Tend to support | 45 | 48 | 40 | 44 | 44 | 47 | 48 | 42 | 45 | 45 | 43 | 47 | 47 | 42 | 45 | 37 | 44 | 43 | 47 | 43 | 46 |
| TOTAL SUPPORT | 83 | 86 | 86 | 90 | 89 | 83 | 81 | 85 | 74 | 81 | 86 | 88 | 86 | 79 | 83 | 83 | 76 | 81 | 82 | 86 | 84 |
| Tend to oppose | 4 | 3 | 5 | 2 | 2 | 4 | 6 | 2 | 4 | 6 | 4 | 2 | 5 | 3 | 4 | 2 | 7 | 6 | 4 | 4 | 3 |
| Strongly oppose | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 3 | 1 | 0 | 1 | 1 |
| TOTAL OPPOSE | 5 | 4 | 6 | 3 | 3 | 5 | 7 | 3 | 5 | 7 | 6 | 3 | 6 | 4 | 5 | 3 | 10 | 7 | 4 | 5 | 4 |
| Don't know | 12 | 10 | 9 | 6 | 8 | 12 | 12 | 12 | 21 | 13 | 9 | 10 | 9 | 16 | 12 | 14 | 14 | 12 | 12 | 9 | 12 |

Funding for training, accreditation and apprenticeships to encourage more people to increase repair skills and jobs

| | | | | | | | | | | | | | | | | | | | | | |
|----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Strongly support | 44 | 45 | 51 | 57 | 49 | 45 | 41 | 46 | 36 | 36 | 51 | 53 | 45 | 42 | 44 | 51 | 41 | 45 | 40 | 46 | 43 |
| Tend to support | 41 | 43 | 39 | 36 | 42 | 42 | 43 | 40 | 36 | 46 | 39 | 39 | 42 | 41 | 42 | 38 | 38 | 41 | 46 | 36 | 42 |
| TOTAL SUPPORT | 85 | 88 | 90 | 93 | 91 | 87 | 84 | 86 | 72 | 82 | 90 | 92 | 87 | 83 | 86 | 89 | 79 | 86 | 86 | 82 | 85 |
| Tend to oppose | 4 | 4 | 3 | 1 | 3 | 3 | 5 | 3 | 6 | 5 | 2 | 2 | 3 | 5 | 4 | 3 | 7 | 4 | 3 | 6 | 2 |
| Strongly oppose | 1 | 0 | 1 | 1 | 1 | 1 | 2 | 0 | 1 | 2 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 1 |
| TOTAL OPPOSE | 5 | 4 | 4 | 2 | 4 | 4 | 7 | 3 | 7 | 7 | 2 | 3 | 4 | 6 | 5 | 4 | 8 | 5 | 4 | 8 | 3 |
| Don't know | 10 | 8 | 6 | 5 | 6 | 9 | 10 | 11 | 22 | 11 | 8 | 6 | 8 | 12 | 10 | 7 | 12 | 9 | 10 | 10 | 11 |

**Any percentages calculated on bases fewer than 100 respondents do not represent a wide enough cross-section of the target population to be considered statistically reliable. These figures should not be used.*