

**Public Works and Services**  
**ONLINE Fieldwork : 18th - 20th March 2011**

Table 1

Absolutes/col percents

**Q1. I am going to read out a list of public works and services that are usually provided by the Government.  
Please tell me how satisfied or dissatisfied you are with the quality of each one as you experience them: Summary**

**Base : All respondents**

		Public transport	Roads and Highways	Electricity and gas supply to homes	Drinking water and sewage	Flood defences	Disposal of rubbish and waste
Unweighted Base		2050	2050	2050	2050	2050	2050
Weighted Base		2050	2050	2050	2050	2050	2050
SUM: Satisfied		1069 52%	647 32%	1473 72%	1643 80%	1057 52%	1378 67%
Very satisfied	(4)	174 8%	79 4%	407 20%	520 25%	179 9%	382 19%
Fairly satisfied	(3)	895 44%	568 28%	1066 52%	1123 55%	877 43%	996 49%
Fairly dissatisfied	(2)	516 25%	730 36%	329 16%	255 12%	373 18%	412 20%
Very dissatisfied	(1)	300 15%	605 30%	142 7%	80 4%	139 7%	208 10%
SUM: Dissatisfied		817 40%	1335 65%	471 23%	335 16%	513 25%	620 30%
Don't know		165 8%	69 3%	106 5%	72 4%	481 23%	53 3%
Mean		2.50	2.06	2.89	3.05	2.70	2.78
Standard deviation		0.87	0.86	0.81	0.74	0.79	0.87
Standard error		0.02	0.02	0.02	0.02	0.02	0.02

## Public Works and Services

### ONLINE Fieldwork : 18th - 20th March 2011

Table 2

Absolutes/col percents

**Q1. I am going to read out a list of public works and services that are usually provided by the Government.  
Please tell me how satisfied or dissatisfied you are with the quality of each one as you experience them: Public transport**

**Base : All respondents**

	Gender			Age						Social grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	Yorks & Hum 'side	West Midlands	East Midlands	Wales	East-ern	Lon-don	South East	South West	Pub-lic	Pri-vate
Unweighted Base	2050	934	1116	181	341	421	356	289	462	730	499	284	535	186	92	239	175	196	159	96	180	264	279	184	313	772
Weighted Base	2050	1004	1046	246	328	389	348	308	431	554	594	430	472	178	93	241	181	190	159	109	192	258	263	187	334	814
SUM: Satisfied	1069	540	528	151	153	186	155	166	257	286	332	219	231	100	54	141	78	97	88	45	93	156	126	91	154	420
	52%	54%	51%	62%	47%	48%	44%	54%	60%	52%	56%	51%	49%	56%	58%	58%	43%	51%	55%	41%	49%	61%	48%	49%	46%	52%
Very satisfied	(4) 174	87	87	21	23	23	19	39	50	51	51	28	44	12	6	30	12	21	22	8	14	20	12	16	23	62
	8%	9%	8%	8%	7%	6%	5%	13%	12%	9%	9%	6%	9%	7%	6%	12%	7%	11%	14%	7%	7%	8%	5%	9%	7%	8%
Fairly satisfied	(3) 895	453	442	131	129	164	136	128	208	236	281	192	187	88	48	111	65	75	66	37	79	136	113	75	131	358
	44%	45%	42%	53%	40%	42%	39%	42%	48%	43%	47%	45%	40%	50%	52%	46%	36%	40%	42%	34%	41%	53%	43%	40%	39%	44%
Fairly dissatisfied	(2) 516	232	284	70	96	110	99	71	71	143	139	105	130	47	26	53	49	48	43	32	40	64	65	47	113	206
	25%	23%	27%	28%	29%	28%	28%	23%	16%	26%	23%	24%	28%	26%	29%	22%	27%	25%	27%	30%	21%	25%	25%	25%	34%	25%
Very dissatisfied	(1) 300	149	151	22	49	51	60	52	66	87	83	68	63	18	11	31	34	20	18	20	39	28	51	31	48	121
	15%	15%	14%	9%	15%	13%	17%	17%	15%	16%	14%	16%	13%	10%	12%	13%	19%	10%	12%	19%	20%	11%	19%	17%	14%	15%
SUM: Dissatisfied	817	381	435	92	145	162	159	123	137	229	222	173	193	65	37	84	84	67	61	53	79	92	116	79	160	327
	40%	38%	42%	37%	44%	42%	46%	40%	32%	41%	37%	40%	41%	36%	40%	35%	46%	35%	38%	49%	41%	36%	44%	42%	48%	40%
Don't know	165	82	82	3	30	41	35	18	37	38	41	38	48	13	1	16	19	26	10	11	20	10	21	17	19	67
	8%	8%	8%	1%	9%	11%	10%	6%	9%	7%	7%	9%	10%	7%	2%	7%	11%	14%	6%	10%	10%	4%	8%	9%	6%	8%
Mean	2.50	2.52	2.48	2.62	2.43	2.45	2.36	2.53	2.61	2.48	2.54	2.46	2.50	2.57	2.54	2.62	2.35	2.60	2.61	2.33	2.40	2.60	2.36	2.45	2.41	2.48
Standard deviation	0.87	0.87	0.86	0.77	0.86	0.82	0.86	0.94	0.91	0.89	0.86	0.86	0.87	0.78	0.79	0.88	0.90	0.86	0.88	0.89	0.92	0.79	0.87	0.90	0.83	0.86
Standard error	0.02	0.03	0.03	0.06	0.05	0.04	0.05	0.06	0.04	0.03	0.04	0.05	0.04	0.06	0.08	0.06	0.07	0.07	0.07	0.09	0.07	0.05	0.05	0.07	0.05	0.03

## Public Works and Services

### ONLINE Fieldwork : 18th - 20th March 2011

Table 3

Absolutes/col percents

**Q1. I am going to read out a list of public works and services that are usually provided by the Government.  
Please tell me how satisfied or dissatisfied you are with the quality of each one as you experience them: Roads and Highways**

Base : All respondents

	Gender		Age							Social grade				Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	Yorks & Hum 'side	West Midlands	East Midlands	Wales	East-ern	Lon-don	South East	South West	Pub-lic	Pri-vate
Unweighted Base	2050	934	1116	181	341	421	356	289	462	730	499	284	535	186	92	239	175	196	159	96	180	264	279	184	313	772
Weighted Base	2050	1004	1046	246	328	389	348	308	431	554	594	430	472	178	93	241	181	190	159	109	192	258	263	187	334	814
SUM: Satisfied	647	297	349	110	130	131	85	88	102	180	208	119	139	37	28	75	52	48	65	31	61	130	71	48	96	287
	32%	30%	33%	45%	40%	34%	24%	29%	24%	33%	35%	28%	30%	21%	30%	31%	29%	25%	41%	28%	32%	50%	27%	26%	29%	35%
Very satisfied	(4) 79	36	43	19	21	16	6	8	9	24	22	16	16	6	1	12	1	8	13	3	7	19	5	5	8	42
	4%	4%	4%	8%	6%	4%	2%	3%	2%	4%	4%	4%	3%	3%	1%	5%	1%	4%	8%	3%	4%	7%	2%	3%	2%	5%
Fairly satisfied	(3) 568	261	307	91	109	115	79	80	93	156	186	103	123	31	27	63	52	41	52	28	55	111	66	43	88	245
	28%	26%	29%	37%	33%	30%	23%	26%	22%	28%	31%	24%	26%	17%	29%	26%	29%	22%	32%	26%	28%	43%	25%	23%	26%	30%
Fairly dissatisfied	(2) 730	369	361	71	120	131	133	99	177	206	216	143	166	56	38	84	51	85	53	37	73	90	92	71	120	285
	36%	37%	35%	29%	37%	34%	38%	32%	41%	37%	36%	33%	35%	32%	41%	35%	28%	45%	33%	34%	38%	35%	35%	38%	36%	35%
Very dissatisfied	(1) 605	314	291	52	58	105	122	120	149	156	153	161	135	75	27	75	66	53	39	40	57	23	89	61	109	209
	30%	31%	28%	21%	18%	27%	35%	39%	35%	28%	26%	37%	29%	42%	29%	31%	37%	28%	24%	37%	29%	9%	34%	33%	33%	26%
SUM: Dissatisfied	1335	682	652	123	177	236	254	218	326	362	368	304	300	132	65	159	117	137	92	77	130	113	181	132	229	494
	65%	68%	62%	50%	54%	61%	73%	71%	76%	65%	62%	71%	64%	74%	70%	66%	65%	72%	58%	71%	67%	44%	69%	71%	68%	61%
Don't know	69	24	45	13	20	22	9	1	3	11	18	7	32	10	-	7	11	4	3	*	1	15	11	7	9	34
	3%	2%	4%	5%	6%	6%	3%	*	1%	2%	3%	2%	7%	5%	-	3%	6%	2%	2%	*	1%	6%	4%	4%	3%	4%
Mean	2.06	2.02	2.10	2.33	2.31	2.11	1.91	1.92	1.91	2.09	2.13	1.94	2.05	1.81	2.02	2.05	1.92	2.02	2.25	1.94	2.06	2.52	1.95	1.96	1.98	2.15
Standard deviation	0.86	0.86	0.87	0.91	0.85	0.87	0.81	0.87	0.80	0.87	0.85	0.88	0.86	0.86	0.79	0.89	0.85	0.82	0.92	0.86	0.85	0.77	0.84	0.83	0.84	0.88
Standard error	0.02	0.03	0.03	0.07	0.05	0.04	0.04	0.05	0.04	0.03	0.04	0.05	0.04	0.06	0.08	0.06	0.07	0.06	0.07	0.09	0.06	0.05	0.05	0.06	0.05	0.03

## Public Works and Services

### ONLINE Fieldwork : 18th - 20th March 2011

Table 4

Absolutes/col percents

**Q1. I am going to read out a list of public works and services that are usually provided by the Government.  
Please tell me how satisfied or dissatisfied you are with the quality of each one as you experience them: Electricity and gas supply to homes**

**Base : All respondents**

	Gender			Age						Social grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	Yorks & Hum 'side	West Midlands	East Midlands	Wales	East-ern	Lon-don	South East	South West	Pub-lic	Pri-vate
Unweighted Base	2050	934	1116	181	341	421	356	289	462	730	499	284	535	186	92	239	175	196	159	96	180	264	279	184	313	772
Weighted Base	2050	1004	1046	246	328	389	348	308	431	554	594	430	472	178	93	241	181	190	159	109	192	258	263	187	334	814
SUM: Satisfied	1473	729	744	177	228	280	235	228	324	421	446	301	306	116	53	179	118	145	124	76	156	196	192	119	230	586
	72%	73%	71%	72%	70%	72%	68%	74%	75%	76%	75%	70%	65%	65%	58%	74%	65%	77%	78%	70%	81%	76%	73%	64%	69%	72%
Very satisfied	(4) 407	211	196	49	50	50	55	74	129	120	125	83	78	30	17	61	32	36	37	21	47	45	51	31	47	145
	20%	21%	19%	20%	15%	13%	16%	24%	30%	22%	21%	19%	17%	18%	25%	18%	19%	23%	20%	25%	17%	19%	16%	14%	18%	
Fairly satisfied	(3) 1066	518	548	128	178	230	180	154	195	300	321	217	228	86	37	118	85	109	87	54	109	151	141	88	183	441
	52%	52%	52%	52%	54%	59%	52%	50%	45%	54%	54%	51%	48%	48%	40%	49%	47%	58%	54%	50%	57%	59%	54%	47%	55%	54%
Fairly dissatisfied	(2) 329	151	177	37	51	67	70	44	59	74	82	85	87	42	15	30	37	24	24	21	17	38	40	40	60	140
	16%	15%	17%	15%	16%	17%	20%	14%	14%	13%	14%	20%	18%	23%	17%	13%	21%	13%	15%	19%	9%	15%	15%	21%	18%	17%
Very dissatisfied	(1) 142	80	62	8	27	22	25	25	36	33	40	29	40	11	20	17	13	14	7	8	10	9	18	15	27	41
	7%	8%	6%	3%	8%	6%	7%	8%	8%	6%	7%	7%	8%	6%	21%	7%	7%	7%	4%	8%	5%	4%	7%	8%	8%	5%
SUM: Dissatisfied	471	231	240	46	78	88	94	69	95	107	122	114	127	53	35	47	51	38	30	29	27	48	58	55	87	180
	23%	23%	23%	19%	24%	23%	27%	23%	22%	19%	21%	27%	27%	30%	38%	19%	28%	20%	19%	27%	14%	18%	22%	29%	26%	22%
Don't know	106	44	63	23	21	21	19	10	12	26	27	15	39	10	4	15	13	6	5	4	9	15	13	13	16	47
	5%	4%	6%	9%	6%	5%	5%	3%	3%	5%	4%	4%	8%	5%	5%	6%	7%	3%	3%	4%	5%	6%	5%	7%	5%	6%
Mean	2.89	2.90	2.89	2.98	2.82	2.84	2.81	2.93	3.00	2.96	2.93	2.86	2.79	2.80	2.57	2.99	2.81	2.91	3.00	2.85	3.06	2.95	2.90	2.77	2.79	2.90
Standard deviation	0.81	0.84	0.79	0.73	0.81	0.73	0.80	0.85	0.89	0.79	0.80	0.82	0.84	0.81	1.04	0.84	0.84	0.79	0.76	0.84	0.75	0.70	0.80	0.84	0.80	0.76
Standard error	0.02	0.03	0.02	0.06	0.05	0.04	0.04	0.05	0.04	0.03	0.04	0.05	0.04	0.06	0.11	0.06	0.07	0.06	0.06	0.09	0.06	0.04	0.05	0.06	0.05	0.03

## Public Works and Services

### ONLINE Fieldwork : 18th - 20th March 2011

Table 5

Absolutes/col percents

**Q1. I am going to read out a list of public works and services that are usually provided by the Government.  
Please tell me how satisfied or dissatisfied you are with the quality of each one as you experience them: Drinking water and sewage**

**Base : All respondents**

	Gender		Age					Social grade				Region								Employment Sector							
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	Yorks & Hum 'side	West Midlands	East Midlands	Wales	East-ern	Lon-don	South East	South West	Pub-lic	Pri-vate	
Unweighted Base	2050	934	1116	181	341	421	356	289	462	730	499	284	535	186	92	239	175	196	159	96	180	264	279	184	313	772	
Weighted Base	2050	1004	1046	246	328	389	348	308	431	554	594	430	472	178	93	241	181	190	159	109	192	258	263	187	334	814	
SUM: Satisfied	1643	815	829	193	247	312	267	259	365	482	493	336	333	146	65	207	137	157	132	94	161	196	205	143	263	657	
	80%	81%	79%	79%	75%	80%	77%	84%	85%	87%	83%	78%	71%	82%	70%	86%	76%	83%	86%	84%	76%	78%	76%	79%	81%		
Very satisfied	(4)	520	263	258	58	74	70	81	89	148	159	106	88	47	23	68	50	54	49	22	62	51	64	31	73	191	
		25%	26%	25%	23%	23%	18%	23%	29%	34%	30%	27%	25%	19%	26%	25%	28%	27%	28%	31%	20%	32%	20%	25%	17%	22%	23%
Fairly satisfied	(3)	1123	552	571	135	173	242	186	170	217	314	334	230	245	100	42	139	88	103	83	72	99	145	141	112	190	466
		55%	55%	55%	55%	53%	62%	53%	55%	50%	57%	56%	53%	52%	56%	45%	58%	48%	54%	52%	66%	52%	56%	54%	60%	57%	57%
Fairly dissatisfied	(2)	255	118	137	36	48	49	52	26	43	44	67	57	87	18	21	16	26	21	22	8	22	44	35	23	48	103
		12%	12%	13%	15%	15%	13%	15%	9%	10%	8%	11%	13%	18%	10%	23%	7%	14%	11%	14%	7%	11%	17%	13%	12%	14%	13%
Very dissatisfied	(1)	80	42	37	7	10	8	17	19	19	11	23	22	24	4	5	8	8	6	4	5	4	7	13	15	9	24
		4%	4%	4%	3%	3%	2%	5%	6%	4%	2%	4%	5%	5%	2%	6%	3%	5%	3%	2%	5%	2%	3%	5%	8%	3%	3%
SUM: Dissatisfied		335	161	174	43	59	57	69	45	62	56	90	79	110	22	27	24	34	27	25	13	26	50	48	38	57	127
		16%	16%	17%	17%	18%	15%	20%	15%	14%	10%	15%	18%	23%	12%	29%	10%	19%	14%	16%	12%	13%	20%	18%	20%	17%	16%
Don't know		72	29	43	10	22	21	12	3	4	16	11	16	29	10	1	10	9	5	2	2	5	12	10	6	14	30
		4%	3%	4%	4%	7%	5%	3%	1%	1%	3%	2%	4%	6%	6%	1%	4%	5%	3%	1%	2%	3%	5%	4%	3%	4%	4%
Mean		3.05	3.06	3.05	3.03	3.02	3.01	2.98	3.08	3.16	3.19	3.08	3.01	2.90	3.13	2.91	3.15	3.04	3.11	3.13	3.03	3.17	2.98	3.02	2.88	3.02	3.05
Standard deviation		0.74	0.75	0.74	0.72	0.73	0.64	0.78	0.79	0.78	0.67	0.73	0.78	0.77	0.68	0.85	0.70	0.80	0.73	0.73	0.69	0.71	0.70	0.77	0.79	0.70	0.70
Standard error		0.02	0.02	0.02	0.05	0.04	0.03	0.04	0.05	0.04	0.03	0.03	0.05	0.03	0.05	0.09	0.05	0.06	0.05	0.06	0.07	0.05	0.04	0.05	0.06	0.04	0.03

## Public Works and Services

### ONLINE Fieldwork : 18th - 20th March 2011

Table 6

Absolutes/col percents

**Q1. I am going to read out a list of public works and services that are usually provided by the Government.  
Please tell me how satisfied or dissatisfied you are with the quality of each one as you experience them: Flood defences**

**Base : All respondents**

	Gender			Age						Social grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	Yorks & Hum 'side	West Midlands	East Midlands	Wales	East-ern	Lon-don	South East	South West	Pub-lic	Pri-vate
Unweighted Base	2050	934	1116	181	341	421	356	289	462	730	499	284	535	186	92	239	175	196	159	96	180	264	279	184	313	772
Weighted Base	2050	1004	1046	246	328	389	348	308	431	554	594	430	472	178	93	241	181	190	159	109	192	258	263	187	334	814
SUM: Satisfied	1057	527	529	126	167	208	167	172	217	299	324	222	212	90	44	113	81	93	85	58	103	151	138	101	164	441
	52%	53%	51%	51%	51%	53%	48%	56%	50%	54%	55%	51%	45%	50%	47%	47%	45%	49%	53%	53%	54%	59%	52%	54%	49%	54%
Very satisfied	(4) 179	93	86	18	20	27	26	37	52	67	55	23	35	8	10	29	10	20	23	9	23	16	18	15	24	63
	9%	9%	8%	7%	6%	7%	7%	12%	12%	12%	9%	5%	7%	4%	10%	12%	5%	10%	15%	8%	12%	6%	7%	8%	7%	8%
Fairly satisfied	(3) 877	434	443	108	147	181	141	135	166	232	269	199	177	82	34	84	71	74	62	49	80	135	120	86	140	378
	43%	43%	42%	44%	45%	46%	40%	44%	38%	42%	45%	46%	38%	46%	37%	35%	39%	39%	39%	45%	42%	53%	46%	46%	42%	46%
Fairly dissatisfied	(2) 373	185	188	58	63	68	63	52	70	104	95	88	87	22	18	29	35	32	21	32	43	43	55	42	75	154
	18%	18%	18%	24%	19%	18%	18%	17%	16%	19%	16%	20%	18%	12%	20%	12%	20%	17%	13%	29%	22%	17%	21%	22%	22%	19%
Very dissatisfied	(1) 139	71	69	12	20	27	26	20	34	22	42	34	42	7	11	16	24	13	6	4	17	11	17	13	18	43
	7%	7%	7%	5%	6%	7%	8%	7%	8%	4%	7%	8%	9%	4%	11%	7%	13%	7%	4%	4%	9%	4%	6%	7%	5%	5%
SUM: Dissatisfied	513	256	257	70	82	95	89	72	104	126	136	121	129	29	29	45	59	45	27	35	60	54	72	55	93	197
	25%	25%	25%	29%	25%	25%	26%	23%	24%	23%	23%	28%	27%	17%	31%	19%	33%	24%	17%	33%	31%	21%	27%	29%	28%	24%
Don't know	481	221	260	50	78	86	93	64	110	129	134	87	131	59	20	83	41	51	47	15	29	52	53	31	76	177
	23%	22%	25%	20%	24%	22%	27%	21%	26%	23%	23%	20%	28%	33%	21%	34%	23%	27%	29%	14%	15%	20%	20%	16%	23%	22%
Mean	2.70	2.70	2.70	2.67	2.67	2.68	2.65	2.77	2.73	2.81	2.73	2.61	2.60	2.75	2.59	2.79	2.47	2.73	2.91	2.67	2.66	2.76	2.67	2.66	2.66	2.72
Standard deviation	0.79	0.79	0.78	0.73	0.74	0.76	0.80	0.80	0.85	0.76	0.79	0.75	0.83	0.66	0.90	0.86	0.86	0.82	0.79	0.70	0.85	0.67	0.75	0.77	0.75	0.73
Standard error	0.02	0.03	0.03	0.06	0.05	0.04	0.05	0.05	0.05	0.03	0.04	0.05	0.04	0.06	0.11	0.07	0.07	0.07	0.07	0.08	0.07	0.05	0.05	0.06	0.05	0.03

## Public Works and Services

### ONLINE Fieldwork : 18th - 20th March 2011

Table 7

Absolutes/col percents

**Q1. I am going to read out a list of public works and services that are usually provided by the Government.  
Please tell me how satisfied or dissatisfied you are with the quality of each one as you experience them: Disposal of rubbish and waste**

**Base : All respondents**

	Gender		Age						Social grade				Region								Employment Sector						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	Yorks & Hum 'side	West Midlands	East Midlands	Wales	East-ern	Lon-don	South East	South West	Pub-lic	Pri-vate	
Unweighted Base	2050	934	1116	181	341	421	356	289	462	730	499	284	535	186	92	239	175	196	159	96	180	264	279	184	313	772	
Weighted Base	2050	1004	1046	246	328	389	348	308	431	554	594	430	472	178	93	241	181	190	159	109	192	258	263	187	334	814	
SUM: Satisfied	1378	678	700	150	196	237	230	224	340	405	413	263	297	116	62	168	111	127	121	58	145	174	176	119	203	526	
	67%	68%	67%	61%	60%	61%	66%	73%	79%	73%	69%	61%	63%	65%	67%	70%	62%	67%	76%	54%	75%	67%	67%	64%	61%	65%	
Very satisfied	(4)	382	193	188	40	51	52	58	63	118	106	103	80	92	25	18	48	29	36	35	19	51	46	23	52	137	
		19%	19%	18%	16%	16%	13%	17%	20%	27%	19%	17%	19%	14%	20%	20%	16%	19%	22%	17%	27%	20%	18%	13%	15%	17%	
Fairly satisfied	(3)	996	484	511	110	145	185	172	162	222	299	309	183	205	91	44	120	82	91	86	40	94	123	130	95	151	389
		49%	48%	49%	45%	44%	48%	49%	53%	52%	54%	52%	42%	43%	51%	47%	50%	45%	48%	54%	37%	49%	48%	50%	51%	45%	48%
Fairly dissatisfied	(2)	412	189	223	63	82	90	66	51	59	98	116	98	100	41	14	48	39	41	24	38	29	59	41	39	87	176
		20%	19%	21%	26%	25%	23%	19%	17%	14%	18%	20%	23%	21%	23%	15%	20%	22%	21%	15%	35%	15%	23%	16%	21%	26%	22%
Very dissatisfied	(1)	208	114	94	29	33	41	45	29	31	41	53	64	50	12	16	23	22	18	11	12	16	13	39	24	35	88
		10%	11%	9%	12%	10%	11%	13%	9%	7%	7%	9%	15%	11%	7%	18%	10%	12%	9%	7%	11%	9%	5%	15%	13%	11%	11%
SUM: Dissatisfied		620	303	317	92	115	131	112	80	90	139	169	162	150	54	31	71	61	58	35	50	45	72	80	63	122	264
		30%	30%	30%	38%	35%	34%	32%	26%	21%	25%	28%	38%	32%	30%	33%	30%	34%	31%	22%	46%	24%	28%	30%	34%	37%	32%
Don't know		53	23	29	4	16	21	7	3	2	9	13	6	24	9	-	2	8	4	3	*	2	12	7	5	9	25
		3%	2%	3%	2%	5%	5%	2%	1%	*	2%	2%	1%	5%	5%	-	1%	5%	2%	*	1%	5%	3%	3%	3%	3%	
Mean		2.78	2.77	2.78	2.67	2.69	2.67	2.71	2.85	2.99	2.86	2.80	2.66	2.76	2.76	2.69	2.80	2.69	2.78	2.94	2.60	2.94	2.86	2.72	2.65	2.67	2.73
Standard deviation		0.87	0.90	0.85	0.89	0.87	0.85	0.90	0.86	0.84	0.81	0.84	0.95	0.91	0.79	0.99	0.87	0.90	0.87	0.81	0.90	0.87	0.80	0.93	0.87	0.87	0.88
Standard error		0.02	0.03	0.03	0.07	0.05	0.04	0.05	0.05	0.04	0.03	0.04	0.06	0.04	0.06	0.10	0.06	0.07	0.06	0.06	0.09	0.07	0.05	0.06	0.07	0.05	0.03

**Public Works and Services**  
**ONLINE Fieldwork : 18th - 20th March 2011**

Table 8

Absolutes/col percents

**Q2a. Thinking about the same list, please tell me which one you think should be given first priority for more investment?**

**Base : All respondents**

	Gender		Age							Social grade				Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	Yorks & Hum 'side	West Midlands	East Midlands	Wales	East-ern	Lon-don	South East	South West	Pub-lic	Pri-vate
Unweighted Base	2050	934	1116	181	341	421	356	289	462	730	499	284	535	186	92	239	175	196	159	96	180	264	279	184	313	772
Weighted Base	2050	1004	1046	246	328	389	348	308	431	554	594	430	472	178	93	241	181	190	159	109	192	258	263	187	334	814
Roads and Highways	829	450	379	73	118	153	143	124	218	221	232	199	177	95	41	106	72	83	75	49	87	41	100	80	141	304
	40%	45%	36%	30%	36%	39%	41%	40%	51%	40%	39%	46%	38%	54%	44%	44%	40%	44%	47%	45%	46%	16%	38%	43%	42%	37%
Public transport	481	242	239	75	76	79	92	67	92	156	146	85	94	37	18	63	45	39	24	22	47	80	63	42	82	206
	23%	24%	23%	31%	23%	20%	26%	22%	21%	28%	25%	20%	20%	21%	20%	26%	25%	21%	15%	20%	24%	31%	24%	22%	25%	25%
Disposal of rubbish and waste	232	94	137	25	46	55	34	40	31	57	74	40	61	18	7	20	19	18	26	12	12	51	33	17	32	115
	11%	9%	13%	10%	14%	14%	10%	13%	7%	10%	13%	9%	13%	10%	7%	8%	10%	9%	16%	11%	6%	20%	13%	9%	10%	14%
Flood defences	193	89	104	26	31	30	33	36	37	47	51	48	47	9	7	13	24	11	14	16	23	28	29	18	30	71
	9%	9%	10%	10%	9%	8%	10%	12%	9%	8%	9%	11%	10%	5%	7%	5%	13%	6%	9%	15%	12%	11%	11%	10%	9%	9%
Electricity and gas supply to homes	159	72	87	21	31	41	26	13	27	31	44	35	49	9	14	22	8	21	10	4	10	25	23	14	29	58
	8%	7%	8%	8%	9%	11%	7%	4%	6%	6%	7%	8%	10%	5%	15%	9%	5%	11%	6%	4%	5%	10%	9%	7%	9%	7%
Drinking water and sewage	157	57	99	25	26	31	20	28	26	42	47	24	44	10	6	17	13	18	10	6	13	34	15	16	20	61
	8%	6%	10%	10%	8%	8%	6%	9%	6%	8%	8%	6%	9%	5%	6%	7%	7%	9%	6%	6%	7%	13%	6%	9%	6%	8%



**Public Works and Services**  
**ONLINE Fieldwork : 18th - 20th March 2011**

Table 9

Absolutes/col percents

**Q2b. And which should have second priority for investment?****Base : All respondents**

	Gender		Age						Social grade				Region								Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	Yorks & Hum 'side	West Midlands	East Midlands	Wales	East-ern	Lon-don	South East	South West	Pub-lic	Pri-vate
Unweighted Base	2050	934	1116	181	341	421	356	289	462	730	499	284	535	186	92	239	175	196	159	96	180	264	279	184	313	772
Weighted Base	2050	1004	1046	246	328	389	348	308	431	554	594	430	472	178	93	241	181	190	159	109	192	258	263	187	334	814
Disposal of rubbish and waste	460	205	255	57	69	86	87	66	94	119	133	103	106	48	26	63	34	36	33	21	39	64	58	39	84	180
	22%	20%	24%	23%	21%	22%	25%	22%	22%	21%	22%	24%	22%	27%	28%	26%	19%	19%	21%	19%	20%	25%	22%	21%	25%	22%
Roads and Highways	423	216	207	43	65	74	82	65	94	128	129	82	84	34	21	53	42	28	31	29	47	36	56	47	75	168
	21%	22%	20%	17%	20%	19%	23%	21%	22%	23%	22%	19%	18%	19%	23%	22%	23%	15%	19%	27%	24%	14%	21%	25%	23%	21%
Public transport	414	225	189	52	76	68	61	68	89	130	116	79	89	39	12	53	31	37	43	22	35	53	55	34	70	151
	20%	22%	18%	21%	23%	17%	17%	22%	21%	23%	20%	18%	19%	22%	13%	22%	17%	19%	27%	20%	18%	21%	21%	18%	21%	19%
Drinking water and sewage	285	136	150	34	38	64	46	45	58	76	75	48	87	24	14	24	30	39	22	6	18	50	32	26	33	121
	14%	14%	14%	14%	12%	17%	13%	15%	13%	14%	13%	11%	18%	13%	15%	10%	17%	20%	14%	6%	9%	19%	12%	14%	10%	15%
Flood defences	245	124	121	20	39	59	40	35	51	52	66	79	48	10	10	24	28	25	18	16	36	21	35	20	38	96
	12%	12%	12%	8%	12%	15%	12%	11%	12%	9%	11%	18%	10%	6%	11%	10%	16%	13%	11%	15%	19%	8%	13%	11%	11%	12%
Electricity and gas supply to homes	222	98	124	40	39	38	33	28	44	50	75	39	58	23	8	23	15	25	12	15	18	35	27	21	35	99
	11%	10%	12%	16%	12%	10%	9%	9%	10%	9%	13%	9%	12%	13%	9%	10%	9%	13%	8%	14%	9%	13%	10%	11%	10%	12%