



ITV News Index

METHODOLOGY NOTE

ComRes interviewed 2,033 British adults online from 10th to 12th May 2013. Data were weighted to be demographically representative of all GB adults aged 18+. ComRes is a member of the British Polling Council and abides by its rules.

All press releases or other publications must be checked with ComRes before use. ComRes requires 48 hours to check a press release unless otherwise agreed.

ITV News Index Survey

ONLINE Fieldwork : 10th-12th May 2013

Absolutes/col percents

Table 1

Q.1 Do you agree or disagree with each of the following statements?**Base: All respondents**

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	2033	937	1096	265	367	339	362	317	383	576	602	351	504	284	837
Weighted base	2033	996	1037	242	342	342	362	302	443	543	564	443	483	304	834
<u>Overall, the NHS provides a high standard of care to patients</u>															
Agree	1183 58%	624 63%	559 54%	124 51%	177 52%	197 58%	204 56%	181 60%	301 68%	351 65%	325 58%	236 53%	270 56%	183 60%	439 53%
Disagree	559 27%	240 24%	319 31%	53 22%	117 34%	80 24%	108 30%	95 31%	107 24%	134 25%	135 24%	145 33%	145 30%	84 27%	242 29%
Don't know	291 14%	132 13%	159 15%	65 27%	49 14%	65 19%	51 14%	26 9%	35 8%	58 11%	103 18%	62 14%	69 14%	38 12%	154 18%
<u>The NHS is more focused on meeting Government targets than on ensuring high standards of patient care</u>															
Agree	1333 66%	644 65%	688 66%	143 59%	215 63%	215 63%	241 66%	210 70%	308 70%	350 64%	374 66%	304 69%	305 63%	212 70%	539 65%
Disagree	327 16%	172 17%	155 15%	34 14%	61 18%	64 19%	57 16%	50 17%	60 14%	96 18%	67 12%	69 16%	94 20%	44 14%	122 15%
Don't know	374 18%	180 18%	194 19%	64 27%	66 19%	63 18%	64 18%	41 14%	74 17%	97 18%	123 22%	69 16%	84 17%	49 16%	174 21%
<u>NHS nursing has become less compassionate in recent years</u>															
Agree	1314 65%	623 63%	692 67%	130 54%	206 60%	204 59%	238 66%	206 68%	331 75%	340 63%	354 63%	303 68%	318 66%	196 64%	504 60%
Disagree	382 19%	211 21%	171 17%	38 16%	65 19%	69 20%	68 19%	62 21%	79 18%	117 22%	98 17%	79 18%	88 18%	59 20%	154 18%
Don't know	336 17%	162 16%	174 17%	74 30%	71 21%	70 20%	56 16%	34 11%	32 7%	87 16%	112 20%	61 14%	77 16%	49 16%	176 21%

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	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Weighted base	2033	996	1037	242	342	342	362	302	443	543	564	443	483	304	834
<u>Patient care in the NHS is worse today than it was ten years ago</u>															
Agree	1114 55%	537 54%	577 56%	108 45%	178 52%	190 56%	192 53%	184 61%	262 59%	293 54%	302 54%	257 58%	261 54%	166 55%	447 54%
Disagree	427 21%	246 25%	181 17%	35 14%	75 22%	69 20%	81 22%	63 21%	104 24%	122 23%	115 20%	81 18%	109 23%	66 22%	162 19%
Don't know	492 24%	214 21%	278 27%	99 41%	90 26%	84 24%	89 25%	55 18%	76 17%	128 24%	147 26%	104 24%	113 23%	72 24%	225 27%
<u>I have experienced unacceptably poor standards of care in the NHS in the past two years, either personally or through family members</u>															
Agree	689 34%	325 33%	365 35%	101 42%	141 41%	126 37%	110 30%	110 36%	103 23%	168 31%	188 33%	158 36%	175 36%	109 36%	304 36%
Disagree	1097 54%	540 54%	557 54%	84 35%	160 47%	175 51%	211 58%	165 55%	302 68%	325 60%	295 52%	234 53%	242 50%	167 55%	409 49%
Don't know	247 12%	131 13%	115 11%	57 23%	41 12%	42 12%	42 12%	27 9%	38 9%	51 9%	80 14%	50 11%	66 14%	28 9%	121 14%
<u>Jeremy Hunt is doing a good job as Health Secretary</u>															
Agree	323 16%	194 20%	128 12%	42 17%	60 17%	56 16%	50 14%	39 13%	76 17%	112 21%	91 16%	53 12%	67 14%	58 19%	138 17%
Disagree	760 37%	389 39%	371 36%	58 24%	116 34%	122 36%	156 43%	149 49%	159 36%	206 38%	182 32%	181 41%	192 40%	129 43%	294 35%
Don't know	951 47%	413 41%	538 52%	142 59%	167 49%	165 48%	156 43%	114 38%	207 47%	225 42%	291 52%	210 47%	225 46%	117 39%	402 48%

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Base: All respondents

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	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Weighted base	2033	996	1037	242	342	342	362	302	443	543	564	443	483	304	834
<u>The Government's healthcare changes will help improve standards in the NHS</u>															
Agree	425 21%	233 23%	191 18%	63 26%	87 26%	85 25%	65 18%	46 15%	79 18%	133 24%	123 22%	81 18%	88 18%	72 24%	199 24%
Disagree	836 41%	409 41%	427 41%	63 26%	139 41%	119 35%	168 46%	167 55%	180 41%	220 40%	207 37%	196 44%	213 44%	138 45%	317 38%
Don't know	772 38%	354 35%	419 40%	116 48%	116 34%	139 41%	129 36%	89 29%	183 41%	191 35%	233 41%	166 38%	182 38%	94 31%	318 38%
<u>Overall, the NHS is well managed as an organisation</u>															
Agree	630 31%	307 31%	323 31%	97 40%	131 38%	111 32%	104 29%	62 20%	125 28%	171 31%	171 30%	132 30%	156 32%	107 35%	253 30%
Disagree	1057 52%	524 53%	534 51%	73 30%	155 45%	165 48%	196 54%	213 71%	256 58%	301 55%	272 48%	236 53%	249 51%	156 51%	420 50%
Don't know	346 17%	165 17%	181 17%	71 29%	57 17%	67 20%	62 17%	27 9%	61 14%	72 13%	121 21%	75 17%	78 16%	40 13%	161 19%

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Table 1

Q.1 Do you agree or disagree with each of the following statements?**Base: All respondents**

	Region														Which of the following best describes your current working status?								
	Total	NET: England & Wales	Scot- land	England	North East	North West	York- shire & Humb- erside	West Mid- lands	East Mid- lands	Wales	East- ern	London	South East	South West	NET: Work- ing	Work- ing full time	Work- ing part time	NET: Not work- ing	Not working seeking work	Not working and not seeking work	Retired on a state pension only	Retired with a private pension	House person
Unweighted base	2033	1870	163	1758	88	240	162	166	139	112	192	286	303	182	1121	751	370	912	139	123	120	332	198
Weighted base	2033	1850	183	1748	81	224	183	183	142	102	203	264	285	183	1138	895	244	895	130	102	133	354	176
Overall, the NHS provides a high standard of care to patients																							
Agree	1183 58%	1074 58%	109 59%	1020 58%	55 68%	141 63%	119 65%	99 54%	77 54%	54 53%	115 57%	152 58%	156 55%	106 58%	622 55%	477 53%	145 59%	561 63%	72 55%	63 62%	85 64%	244 69%	96 55%
Disagree	559 27%	516 28%	43 24%	482 28%	16 19%	57 25%	50 27%	60 33%	39 27%	34 34%	62 31%	62 23%	84 30%	52 28%	325 29%	265 30%	60 25%	234 26%	44 34%	19 19%	36 27%	86 24%	49 28%
Don't know	291 14%	260 14%	31 17%	246 14%	11 13%	26 12%	14 8%	24 13%	26 18%	13 13%	26 13%	50 19%	44 16%	25 14%	192 17%	152 17%	39 16%	100 11%	14 11%	19 19%	12 9%	23 6%	31 18%
The NHS is more focused on meeting Government targets than on ensuring high standards of patient care																							
Agree	1333 66%	1211 65%	122 66%	1138 65%	57 70%	149 67%	117 64%	126 69%	91 64%	73 72%	132 65%	165 62%	185 65%	117 64%	751 66%	597 67%	153 63%	582 65%	76 59%	67 66%	95 72%	245 69%	99 56%
Disagree	327 16%	295 16%	32 18%	285 16%	10 12%	39 17%	39 21%	27 15%	26 19%	9 9%	37 18%	37 14%	41 14%	29 16%	166 15%	130 15%	36 15%	161 18%	38 29%	18 18%	21 16%	51 15%	33 19%
Don't know	374 18%	345 19%	29 16%	325 19%	14 18%	35 16%	27 15%	30 17%	25 18%	20 19%	34 17%	62 23%	59 21%	37 20%	222 20%	167 19%	55 23%	151 17%	16 13%	17 16%	17 13%	57 16%	45 25%
NHS nursing has become less compassionate in recent years																							
Agree	1314 65%	1200 65%	115 63%	1130 65%	51 62%	148 66%	113 62%	124 68%	95 67%	70 69%	134 66%	171 65%	180 63%	114 62%	700 61%	541 61%	159 65%	614 69%	76 58%	63 62%	97 73%	269 76%	109 62%
Disagree	382 19%	342 18%	40 22%	331 19%	24 30%	46 20%	39 21%	30 16%	27 19%	10 10%	37 18%	36 14%	55 19%	38 21%	213 19%	171 19%	42 17%	169 19%	33 25%	22 22%	25 19%	58 16%	32 18%
Don't know	336 17%	308 17%	28 15%	287 16%	7 8%	30 13%	31 17%	30 16%	20 14%	21 21%	32 16%	57 22%	50 17%	31 17%	225 20%	182 20%	43 18%	111 12%	22 17%	17 16%	11 8%	27 8%	35 20%

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Weighted base	2033	1850	183	1748	81	224	183	183	142	102	203	264	285	183	1138	895	244	895	130	102	133	354	176
<u>Patient care in the NHS is worse today than it was ten years ago</u>																							
Agree	1114 55%	1015 55%	99 54%	945 54%	43 53%	119 53%	105 58%	107 59%	71 50%	70 69%	114 56%	138 52%	144 51%	104 57%	613 54%	484 54%	129 53%	501 56%	62 47%	45 44%	81 61%	214 60%	100 57%
Disagree	427 21%	386 21%	41 22%	373 21%	21 26%	50 22%	37 20%	37 20%	32 22%	13 13%	44 22%	50 19%	72 25%	31 17%	229 20%	183 20%	45 19%	199 22%	35 27%	27 27%	30 22%	78 22%	29 16%
Don't know	492 24%	448 24%	44 24%	430 25%	17 21%	55 24%	41 22%	39 21%	40 28%	18 18%	46 23%	77 29%	69 24%	48 26%	297 26%	227 25%	70 29%	195 22%	34 26%	30 29%	22 17%	62 18%	47 27%
<u>I have experienced unacceptably poor standards of care in the NHS in the past two years, either personally or through family members</u>																							
Agree	689 34%	634 34%	56 30%	597 34%	30 37%	61 27%	61 33%	64 35%	42 30%	37 36%	67 33%	113 43%	90 32%	67 37%	413 36%	331 37%	82 34%	276 31%	43 33%	36 35%	40 30%	87 25%	70 40%
Disagree	1097 54%	985 53%	112 61%	932 53%	40 50%	140 63%	108 59%	99 54%	76 54%	53 52%	109 54%	101 38%	161 57%	95 52%	576 51%	437 49%	140 57%	520 58%	69 53%	49 48%	76 57%	243 69%	83 47%
Don't know	247 12%	231 13%	15 8%	220 13%	11 13%	23 10%	13 7%	19 10%	24 17%	12 11%	26 13%	50 19%	33 12%	21 11%	149 13%	127 14%	23 9%	98 11%	18 14%	17 17%	17 13%	23 6%	23 13%
<u>Jeremy Hunt is doing a good job as Health Secretary</u>																							
Agree	323 16%	305 16%	18 10%	292 17%	12 15%	31 14%	28 16%	35 19%	21 14%	14 13%	31 15%	71 27%	45 16%	18 10%	196 17%	156 17%	40 17%	127 14%	8 6%	9 8%	23 18%	65 18%	22 12%
Disagree	760 37%	675 36%	85 46%	637 36%	36 45%	102 46%	70 38%	65 35%	45 32%	37 37%	79 39%	84 32%	90 32%	66 36%	424 37%	333 37%	91 37%	336 38%	48 37%	39 38%	49 37%	139 39%	61 34%
Don't know	951 47%	870 47%	80 44%	820 47%	33 40%	91 41%	85 46%	83 45%	76 54%	51 50%	94 46%	109 41%	150 53%	99 54%	519 46%	406 45%	113 46%	432 48%	74 57%	54 53%	61 46%	149 42%	94 53%

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Weighted base	2033	1850	183	1748	81	224	183	183	142	102	203	264	285	183	1138	895	244	895	130	102	133	354	176
<u>The Government's healthcare changes will help improve standards in the NHS</u>																							
Agree	425 21%	395 21%	29 16%	381 22%	18 23%	36 16%	31 17%	55 30%	27 19%	15 14%	46 23%	76 29%	59 21%	33 18%	271 24%	212 24%	59 24%	154 17%	18 14%	10 10%	21 16%	68 19%	37 21%
Disagree	836 41%	745 40%	91 50%	694 40%	32 40%	111 50%	85 46%	60 33%	59 41%	51 51%	74 36%	97 37%	100 35%	76 42%	455 40%	355 40%	101 41%	381 43%	64 49%	50 49%	63 47%	142 40%	62 35%
Don't know	772 38%	710 38%	63 34%	674 39%	31 38%	77 34%	67 37%	68 37%	57 40%	36 35%	84 41%	91 34%	125 44%	74 41%	412 36%	328 37%	85 35%	360 40%	48 37%	42 41%	49 37%	143 41%	78 44%
<u>Overall, the NHS is well managed as an organisation</u>																							
Agree	630 31%	568 31%	62 34%	539 31%	36 44%	72 32%	59 32%	55 30%	31 22%	29 28%	47 23%	101 38%	87 31%	51 28%	360 32%	285 32%	75 31%	270 30%	39 30%	35 34%	43 32%	91 26%	63 36%
Disagree	1057 52%	962 52%	96 52%	906 52%	33 41%	115 51%	98 53%	97 53%	79 55%	56 55%	123 60%	109 41%	148 52%	104 57%	577 51%	442 49%	134 55%	481 54%	70 54%	48 47%	77 58%	213 60%	73 41%
Don't know	346 17%	321 17%	25 14%	303 17%	12 15%	36 16%	26 14%	32 17%	33 23%	17 17%	34 17%	54 20%	49 17%	28 15%	202 18%	167 19%	35 14%	144 16%	21 16%	19 19%	13 10%	50 14%	40 23%

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Table 2

Q.2 Which, if any, of the following factors do you blame most for the poor standard of care you or your family member experienced?

Base: All respondents who have experienced unacceptably poor standards of care in the NHS in the past two years, either personally or through family members

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	681	295	386	104	145	123	115	113	81	180	202	118	181	100	301
Weighted base	689	325	365	101	141	126	110	110	103	168	188	158	175	109	304
NHS managers prioritising Government targets over patient care	146 21%	82 25%	65 18%	7 7%	26 18%	28 22%	32 29%	23 20%	31 31%	36 22%	33 18%	29 19%	47 27%	14 13%	63 21%
Lack of compassion from nursing staff	144 21%	71 22%	73 20%	13 13%	35 25%	13 11%	20 18%	38 35%	24 23%	42 25%	25 13%	42 27%	35 20%	25 23%	60 20%
Staff shortages in the NHS	118 17%	52 16%	66 18%	25 25%	26 19%	25 20%	11 10%	17 16%	13 13%	26 15%	35 19%	33 21%	24 14%	26 24%	54 18%
Nursing staff being overworked	115 17%	43 13%	71 20%	11 11%	24 17%	32 25%	23 21%	15 13%	10 10%	28 17%	34 18%	30 19%	22 13%	25 23%	51 17%
Inadequate training for nursing staff	58 8%	26 8%	32 9%	10 10%	9 6%	7 6%	11 10%	9 9%	12 12%	13 8%	16 9%	11 7%	17 10%	10 9%	20 7%
Lack of Government funding for nursing care	40 6%	18 5%	22 6%	10 10%	10 7%	12 9%	3 3%	3 3%	2 2%	8 5%	11 6%	10 7%	11 6%	6 6%	19 6%
None of these	48 7%	25 8%	23 6%	16 16%	5 3%	7 6%	8 7%	3 3%	9 9%	9 5%	24 13%	1 1%	14 8%	1 1%	25 8%
Don't know	21 3%	8 3%	13 3%	9 9%	6 4%	1 1%	2 2%	2 2%	1 1%	6 3%	9 5%	1 1%	5 3%	1 1%	12 4%

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	Total	NET: England & Wales	Scotland	England	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	NET: Working	Working full time	Working part time	NET: Not working	Not working seeking work	Not working and not seeking work	Retired on a state pension only	Retired with a private pension	House person
Unweighted base	681	635	46	592	28	69	56	56	42	43	64	119	93	65	401	276	125	280	46	43	37	78	76
Weighted base	689	634	56	597	30	61	61	64	42	37	67	113	90	67	413	331	82	276	43	36	40	87	70
NHS managers prioritising Government targets over patient care	146	132	14	123	9	14	13	15	8	9	11	20	19	14	77	59	18	69	12	8	14	21	14
	21%	21%	26%	21%	29%	22%	22%	23%	18%	26%	17%	18%	21%	21%	19%	18%	22%	25%	28%	23%	35%	24%	20%
Lack of compassion from nursing staff	144	133	11	128	2	13	12	15	14	5	9	16	18	29	85	66	19	59	8	6	5	28	11
	21%	21%	19%	21%	8%	21%	20%	24%	33%	14%	13%	14%	20%	44%	21%	20%	24%	21%	18%	17%	14%	32%	16%
Staff shortages in the NHS	118	108	10	103	7	9	8	16	2	5	14	23	16	9	81	71	10	37	4	6	6	9	12
	17%	17%	18%	17%	22%	14%	13%	24%	4%	13%	21%	21%	17%	14%	20%	21%	12%	13%	10%	17%	16%	10%	16%
Nursing staff being overworked	115	107	8	99	6	13	13	10	8	7	10	17	17	6	76	62	14	39	3	4	4	13	14
	17%	17%	14%	17%	19%	21%	21%	15%	20%	20%	15%	15%	18%	9%	18%	19%	17%	14%	7%	11%	10%	15%	21%
Inadequate training for nursing staff	58	54	4	50	3	5	4	3	6	5	7	11	7	2	30	23	7	28	6	4	5	7	6
	8%	9%	7%	8%	11%	8%	7%	4%	15%	12%	11%	10%	8%	3%	7%	7%	9%	10%	15%	11%	12%	8%	8%
Lack of Government funding for nursing care	40	36	4	33	3	6	5	3	2	2	1	7	5	2	25	17	8	15	1	3	-	1	10
	6%	6%	8%	6%	9%	10%	8%	4%	4%	6%	1%	6%	5%	4%	6%	5%	10%	5%	2%	9%	-	1%	14%
None of these	48	45	3	42	-	1	4	-	2	4	7	17	7	3	26	22	4	22	5	2	5	8	1
	7%	7%	5%	7%	-	2%	7%	-	5%	10%	11%	15%	8%	4%	6%	7%	5%	8%	13%	6%	12%	9%	1%
Don't know	21	19	2	19	1	1	1	3	*	-	8	1	2	1	13	11	2	8	3	2	-	2	2
	3%	3%	4%	3%	2%	1%	2%	5%	1%	-	11%	1%	2%	2%	3%	3%	2%	3%	6%	4%	-	2%	3%

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Table 3

Q.3 Do you think each of the following have got better or worse over the past three months?

Base: All respondents

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	2033	937	1096	265	367	339	362	317	383	576	602	351	504	284	837
Weighted base	2033	996	1037	242	342	342	362	302	443	543	564	443	483	304	834
<u>The state of the UK economy</u>															
Better	325 16%	193 19%	131 13%	32 13%	60 17%	54 16%	52 14%	45 15%	82 18%	112 21%	104 18%	60 13%	49 10%	44 14%	153 18%
No change	600 30%	295 30%	305 29%	112 46%	99 29%	97 28%	99 27%	67 22%	126 28%	164 30%	197 35%	122 27%	118 24%	85 28%	269 32%
Worse	1108 55%	508 51%	600 58%	98 41%	183 54%	191 56%	211 58%	189 63%	235 53%	267 49%	263 47%	262 59%	316 65%	176 58%	413 49%
<u>Your personal financial situation</u>															
Better	311 15%	178 18%	134 13%	54 22%	78 23%	63 18%	42 12%	31 10%	43 10%	103 19%	89 16%	73 16%	47 10%	68 22%	162 19%
No change	822 40%	430 43%	392 38%	99 41%	117 34%	121 35%	131 36%	120 40%	233 53%	237 44%	251 45%	159 36%	175 36%	99 33%	331 40%
Worse	900 44%	388 39%	511 49%	88 37%	147 43%	158 46%	189 52%	150 50%	167 38%	203 37%	223 40%	211 48%	262 54%	137 45%	341 41%
<u>Your job security</u>															
Better	194 10%	113 11%	81 8%	43 18%	63 18%	46 14%	27 7%	14 5%	1 *	68 13%	52 9%	50 11%	25 5%	55 18%	117 14%
No change	1333 66%	658 66%	675 65%	134 55%	152 44%	185 54%	230 64%	210 70%	422 95%	362 67%	366 65%	273 62%	332 69%	154 51%	457 55%
Worse	505 25%	225 23%	281 27%	65 27%	127 37%	111 32%	105 29%	78 26%	20 4%	114 21%	145 26%	120 27%	127 26%	95 31%	260 31%

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Absolutes/col percents

Table 3

Q.3 Do you think each of the following have got better or worse over the past three months?

Base: All respondents

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Weighted base	2033	996	1037	242	342	342	362	302	443	543	564	443	483	304	834
<u>Anti-social behaviour in my neighbourhood</u>															
Better	231 11%	122 12%	108 10%	29 12%	50 14%	47 14%	29 8%	29 10%	48 11%	56 10%	65 12%	65 15%	45 9%	41 14%	94 11%
No change	1410 69%	685 69%	725 70%	164 68%	203 59%	214 63%	269 74%	218 72%	341 77%	397 73%	411 73%	288 65%	313 65%	204 67%	577 69%
Worse	392 19%	189 19%	203 20%	49 20%	89 26%	81 24%	65 18%	55 18%	53 12%	90 17%	88 16%	89 20%	125 26%	59 20%	163 20%
<u>Crime</u>															
Better	276 14%	156 16%	119 12%	27 11%	53 16%	54 16%	42 12%	32 11%	67 15%	94 17%	73 13%	59 13%	50 10%	53 17%	106 13%
No change	1199 59%	602 60%	598 58%	150 62%	180 53%	187 55%	220 61%	188 62%	274 62%	343 63%	357 63%	243 55%	256 53%	174 57%	507 61%
Worse	558 27%	238 24%	320 31%	65 27%	109 32%	101 30%	100 28%	81 27%	102 23%	106 19%	134 24%	141 32%	177 37%	77 25%	222 27%
<u>Social disorder in some communities around the country</u>															
Better	206 10%	112 11%	93 9%	28 12%	44 13%	32 9%	36 10%	22 7%	44 10%	72 13%	50 9%	51 12%	32 7%	40 13%	85 10%
No change	918 45%	456 46%	462 45%	137 57%	146 43%	154 45%	150 41%	137 45%	194 44%	250 46%	286 51%	178 40%	204 42%	139 46%	376 45%
Worse	909 45%	428 43%	481 46%	77 32%	152 44%	156 46%	176 49%	143 47%	205 46%	221 41%	228 40%	214 48%	247 51%	126 41%	373 45%

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Absolutes/col percents

Table 3

Q.3 Do you think each of the following have got better or worse over the past three months?

Base: All respondents

	Region														Which of the following best describes your current working status?								
	Total	NET: England & Wales	Scot- land	England	North East	North West	York- shire & Humb- erside	West Mid- lands	East Mid- lands	Wales	East- ern	London	South East	South West	NET: Work- ing	Work- ing full time	Work- ing part time	NET: Not work- ing	Not working seeking work	Not working and not seeking work	Retired on a state pension only	Retired with a private pension	House person
Unweighted base	2033	1870	163	1758	88	240	162	166	139	112	192	286	303	182	1121	751	370	912	139	123	120	332	198
Weighted base	2033	1850	183	1748	81	224	183	183	142	102	203	264	285	183	1138	895	244	895	130	102	133	354	176
<u>The state of the UK economy</u>																							
Better	325 16%	293 16%	32 18%	276 16%	19 24%	35 16%	24 13%	26 14%	27 19%	16 16%	28 14%	52 20%	34 12%	32 17%	197 17%	162 18%	35 14%	128 14%	9 7%	14 14%	15 11%	76 21%	14 8%
No change	600 30%	560 30%	40 22%	530 30%	15 18%	52 23%	46 25%	62 34%	46 32%	31 30%	65 32%	83 31%	97 34%	63 35%	354 31%	280 31%	74 30%	247 28%	35 26%	28 28%	29 22%	102 29%	52 29%
Worse	1108 55%	997 54%	111 61%	942 54%	47 58%	137 61%	113 62%	95 52%	69 48%	55 54%	110 54%	129 49%	154 54%	88 48%	588 52%	453 51%	135 55%	520 58%	87 67%	59 58%	88 67%	175 50%	111 63%
<u>Your personal financial situation</u>																							
Better	311 15%	288 16%	23 12%	274 16%	8 10%	34 15%	30 16%	32 18%	23 16%	14 14%	24 12%	57 22%	42 15%	25 13%	230 20%	187 21%	42 17%	81 9%	6 5%	19 19%	6 5%	38 11%	12 7%
No change	822 40%	742 40%	80 44%	705 40%	32 40%	102 46%	65 35%	72 39%	53 37%	37 36%	86 42%	120 45%	102 36%	74 40%	431 38%	340 38%	90 37%	391 44%	40 31%	31 30%	61 46%	193 55%	66 38%
Worse	900 44%	820 44%	80 44%	769 44%	41 50%	88 39%	88 48%	79 43%	66 46%	51 50%	94 46%	87 33%	141 50%	85 46%	478 42%	367 41%	111 46%	422 47%	84 64%	52 51%	66 50%	122 35%	98 55%
<u>Your job security</u>																							
Better	194 10%	187 10%	7 4%	179 10%	6 8%	21 9%	24 13%	15 8%	18 13%	8 8%	16 8%	43 16%	23 8%	12 7%	172 15%	146 16%	26 11%	22 2%	1 *	10 10%	1 1%	2 1%	9 5%
No change	1333 66%	1198 65%	135 74%	1133 65%	55 67%	154 69%	121 66%	103 57%	98 69%	65 64%	141 70%	148 56%	193 68%	120 66%	612 54%	469 52%	143 59%	721 81%	81 62%	72 71%	125 94%	335 95%	109 62%
Worse	505 25%	465 25%	41 22%	436 25%	20 25%	49 22%	39 21%	64 35%	27 19%	29 28%	46 22%	73 28%	69 24%	50 28%	354 31%	280 31%	75 31%	151 17%	49 37%	20 20%	7 5%	17 5%	59 33%

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Absolutes/col percents

Table 3

Q.3 Do you think each of the following have got better or worse over the past three months?

Base: All respondents

	Region														Which of the following best describes your current working status?								
	Total	NET: England & Wales	Scot- land	England	North East	North West	York- shire & Humb- erside	West Mid- lands	East Mid- lands	Wales	East- ern	London	South East	South West	NET: Work- ing	Work- ing full time	Work- ing part time	NET: Not work- ing	Not working seeking work	Not working and not seeking work	Retired on a state pension only	Retired with a private pension	House person
Weighted base	2033	1850	183	1748	81	224	183	183	142	102	203	264	285	183	1138	895	244	895	130	102	133	354	176
<u>Anti-social behaviour in my neighbourhood</u>																							
Better	231 11%	217 12%	14 8%	206 12%	11 13%	25 11%	21 11%	12 6%	16 11%	11 10%	23 11%	52 20%	32 11%	15 8%	135 12%	105 12%	30 12%	96 11%	13 10%	14 14%	14 10%	31 9%	23 13%
No change	1410 69%	1275 69%	135 74%	1192 68%	57 70%	159 71%	130 71%	129 70%	100 70%	82 81%	144 71%	144 54%	194 68%	135 74%	781 69%	616 69%	164 67%	629 70%	80 61%	67 66%	93 70%	284 80%	105 60%
Worse	392 19%	359 19%	34 18%	350 20%	14 17%	39 17%	32 17%	43 23%	26 18%	9 9%	36 18%	68 26%	58 20%	34 18%	223 20%	173 19%	50 20%	170 19%	37 29%	21 20%	26 19%	39 11%	47 27%
<u>Crime</u>																							
Better	276 14%	251 14%	24 13%	235 13%	13 16%	29 13%	24 13%	22 12%	17 12%	16 16%	30 15%	43 16%	41 14%	15 8%	159 14%	133 15%	27 11%	116 13%	15 11%	14 14%	15 11%	54 15%	18 10%
No change	1199 59%	1101 59%	99 54%	1034 59%	48 59%	121 54%	109 59%	117 64%	85 60%	67 66%	123 60%	139 53%	173 61%	119 65%	680 60%	543 61%	137 56%	519 58%	66 51%	63 62%	71 53%	234 66%	86 49%
Worse	558 27%	498 27%	60 33%	480 27%	20 25%	74 33%	50 27%	44 24%	40 28%	18 18%	50 25%	82 31%	70 25%	49 27%	299 26%	219 24%	80 33%	259 29%	49 38%	24 24%	47 35%	66 19%	73 41%
<u>Social disorder in some communities around the country</u>																							
Better	206 10%	194 10%	11 6%	183 10%	4 5%	19 9%	15 8%	22 12%	12 9%	11 11%	25 12%	39 15%	33 12%	13 7%	125 11%	95 11%	29 12%	81 9%	8 7%	11 11%	14 11%	30 9%	17 10%
No change	918 45%	839 45%	79 43%	787 45%	37 45%	107 48%	83 46%	82 45%	78 55%	52 51%	81 40%	111 42%	115 40%	94 51%	515 45%	408 46%	107 44%	403 45%	53 41%	55 54%	55 42%	165 47%	74 42%
Worse	909 45%	817 44%	92 50%	778 45%	40 50%	98 44%	85 46%	78 43%	52 37%	39 38%	97 48%	114 43%	137 48%	76 42%	499 44%	391 44%	108 44%	410 46%	68 52%	35 35%	63 47%	158 45%	86 49%

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Absolutes/col percents

Table 4

Q.4 Thinking about each of the following public services in your local area, do you think they have got better or worse over the past three months?

Base: All respondents

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	2033	937	1096	265	367	339	362	317	383	576	602	351	504	284	837
Weighted base	2033	996	1037	242	342	342	362	302	443	543	564	443	483	304	834
<u>Local state schools</u>															
Better	255 13%	132 13%	124 12%	43 18%	56 16%	50 14%	24 7%	27 9%	56 13%	72 13%	57 10%	67 15%	60 12%	42 14%	107 13%
No change	1378 68%	688 69%	690 67%	158 65%	201 59%	232 68%	245 68%	213 71%	329 74%	379 70%	406 72%	282 64%	312 65%	178 58%	575 69%
Worse	400 20%	177 18%	223 21%	41 17%	86 25%	61 18%	93 26%	62 20%	58 13%	93 17%	101 18%	94 21%	112 23%	85 28%	152 18%
<u>Local NHS services</u>															
Better	196 10%	105 11%	90 9%	26 11%	45 13%	35 10%	27 7%	23 8%	40 9%	60 11%	42 7%	43 10%	50 10%	29 9%	93 11%
No change	1189 58%	604 61%	585 56%	160 66%	187 55%	204 60%	213 59%	165 55%	259 59%	322 59%	354 63%	250 56%	262 54%	174 57%	485 58%
Worse	648 32%	287 29%	361 35%	55 23%	111 32%	103 30%	122 34%	114 38%	143 32%	161 30%	167 30%	150 34%	171 35%	102 33%	257 31%
<u>Local authority services such as libraries and waste collection</u>															
Better	246 12%	115 12%	131 13%	42 17%	66 19%	48 14%	31 8%	27 9%	34 8%	85 16%	51 9%	54 12%	57 12%	41 14%	119 14%
No change	1102 54%	545 55%	557 54%	149 62%	160 47%	191 56%	202 56%	142 47%	258 58%	294 54%	334 59%	226 51%	248 51%	139 46%	459 55%
Worse	685 34%	336 34%	349 34%	51 21%	117 34%	104 30%	130 36%	132 44%	151 34%	164 30%	178 32%	163 37%	179 37%	124 41%	256 31%

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Absolutes/col percents

Table 4

Q.4 Thinking about each of the following public services in your local area, do you think they have got better or worse over the past three months?

Base: All respondents

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Weighted base	2033	996	1037	242	342	342	362	302	443	543	564	443	483	304	834
<u>Local public transport</u>															
Better	249 12%	125 13%	125 12%	43 18%	51 15%	50 15%	22 6%	25 8%	57 13%	76 14%	66 12%	56 13%	52 11%	43 14%	99 12%
No change	1256 62%	629 63%	627 61%	137 57%	193 56%	226 66%	223 62%	189 63%	289 65%	345 63%	358 63%	271 61%	282 58%	172 56%	516 62%
Worse	527 26%	243 24%	284 27%	62 26%	98 29%	66 19%	117 32%	88 29%	97 22%	123 23%	140 25%	116 26%	149 31%	89 29%	219 26%

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Table 4

Q.4 Thinking about each of the following public services in your local area, do you think they have got better or worse over the past three months?

Base: All respondents

	Region														Which of the following best describes your current working status?								
	Total	NET: England & Wales	Scot- land	England	North East	North West	York- shire & Humb- erside	West Mid- lands	East Mid- lands	Wales	East- ern	London	South East	South West	NET: Work- ing	Work- ing full time	Work- ing part time	NET: Not work- ing	Not working seeking work	Not working and not seeking work	Retired on a state pension only	Retired with a private pension	House person
Unweighted base	2033	1870	163	1758	88	240	162	166	139	112	192	286	303	182	1121	751	370	912	139	123	120	332	198
Weighted base	2033	1850	183	1748	81	224	183	183	142	102	203	264	285	183	1138	895	244	895	130	102	133	354	176
Local state schools																							
Better	255 13%	234 13%	21 12%	228 13%	15 19%	24 11%	17 9%	21 11%	16 11%	6 6%	29 14%	52 19%	35 12%	19 10%	149 13%	111 12%	38 15%	106 12%	9 7%	15 15%	18 13%	36 10%	28 16%
No change	1378 68%	1244 67%	134 73%	1166 67%	48 59%	157 70%	122 66%	122 67%	89 62%	78 76%	132 65%	170 64%	199 70%	129 71%	753 66%	594 66%	159 65%	625 70%	93 71%	64 63%	86 65%	278 78%	104 59%
Worse	400 20%	372 20%	28 15%	354 20%	18 22%	43 19%	44 24%	40 22%	38 27%	18 18%	42 21%	43 16%	51 18%	35 19%	237 21%	189 21%	47 19%	163 18%	28 22%	22 22%	29 21%	40 11%	44 25%
Local NHS services																							
Better	196 10%	181 10%	14 8%	173 10%	12 14%	20 9%	11 6%	16 9%	9 6%	8 8%	21 10%	43 16%	33 11%	9 5%	122 11%	92 10%	30 12%	74 8%	9 7%	10 10%	10 7%	29 8%	15 9%
No change	1189 58%	1075 58%	114 62%	1016 58%	46 56%	133 60%	106 58%	113 62%	80 56%	60 59%	110 54%	140 53%	161 57%	127 69%	658 58%	521 58%	138 56%	531 59%	76 58%	58 57%	71 54%	230 65%	95 54%
Worse	648 32%	594 32%	55 30%	559 32%	24 29%	70 31%	67 36%	54 30%	54 38%	34 34%	72 36%	81 31%	91 32%	47 26%	358 31%	282 31%	76 31%	290 32%	45 35%	33 33%	52 39%	94 27%	66 37%
Local authority services such as libraries and waste collection																							
Better	246 12%	234 13%	12 7%	222 13%	10 12%	19 9%	22 12%	15 8%	17 12%	12 11%	30 15%	50 19%	41 14%	19 10%	160 14%	125 14%	35 14%	86 10%	11 9%	14 14%	15 11%	22 6%	23 13%
No change	1102 54%	1008 54%	94 51%	951 54%	42 51%	108 48%	94 51%	104 57%	78 55%	56 55%	111 55%	138 52%	178 63%	99 54%	598 53%	469 52%	130 53%	504 56%	69 53%	57 56%	71 54%	213 60%	94 54%
Worse	685 34%	608 33%	77 42%	575 33%	30 37%	96 43%	68 37%	65 35%	47 33%	34 33%	63 31%	76 29%	66 23%	65 35%	380 33%	300 34%	79 33%	305 34%	50 39%	31 30%	47 35%	119 34%	58 33%

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Absolutes/col percents

Table 4

Q.4 Thinking about each of the following public services in your local area, do you think they have got better or worse over the past three months?

Base: All respondents

	Region														Which of the following best describes your current working status?								
	Total	NET: England & Wales	Scot- land	England	North East	North West	York- shire & Humb- erside	West Mid- lands	East Mid- lands	Wales	East- ern	London	South East	South West	NET: Work- ing	Work- ing full time	Work- ing part time	NET: Not work- ing	Not working seeking work	Not working and not seeking work	Retired on a state pension only	Retired with a private pension	House person
Weighted base	2033	1850	183	1748	81	224	183	183	142	102	203	264	285	183	1138	895	244	895	130	102	133	354	176
Local public transport																							
Better	249 12%	238 13%	11 6%	227 13%	10 13%	22 10%	18 10%	17 9%	19 13%	11 11%	20 10%	62 23%	46 16%	13 7%	142 12%	105 12%	38 15%	107 12%	14 11%	19 19%	16 12%	38 11%	19 11%
No change	1256 62%	1136 61%	120 66%	1071 61%	42 52%	137 61%	112 61%	117 64%	90 63%	64 63%	113 55%	158 60%	184 65%	118 65%	688 60%	548 61%	139 57%	568 64%	75 58%	58 57%	86 65%	238 67%	111 63%
Worse	527 26%	476 26%	51 28%	450 26%	29 35%	64 29%	53 29%	49 27%	34 24%	26 26%	71 35%	44 17%	54 19%	52 28%	309 27%	241 27%	67 28%	219 24%	41 32%	24 24%	31 23%	77 22%	46 26%