

**Cust Index Survey - Wave 22**  
**ONLINE Fieldwork : 8th - 10th April 2011**

Absolutes/col percents

Table 1

**Q.2 Do you think that the Coalition Government is good or bad for Britain?****Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2030	949	1081	205	337	425	361	318	384	730	511	282	507	531	506	514	295	184
Weighted base	2030	995	1035	244	325	386	345	305	427	548	589	426	467	516	536	509	293	176
Good	636 31%	375 38%	261 25%	59 24%	85 26%	111 29%	90 26%	106 35%	186 43%	226 41%	171 29%	121 28%	118 25%	173 34%	187 35%	127 25%	105 36%	43 25%
Bad	951 47%	455 46%	496 48%	124 51%	144 44%	179 46%	182 53%	144 47%	179 42%	234 43%	271 46%	201 47%	246 53%	223 43%	220 41%	283 56%	123 42%	103 58%
Don't know	443 22%	165 17%	278 27%	61 25%	96 30%	95 25%	73 21%	55 18%	62 15%	88 16%	147 25%	104 24%	104 22%	120 23%	128 24%	100 20%	64 22%	30 17%

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Table 2

**Q.7 Do you think each of the following have got better or worse over the past three months?****Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2030	949	1081	205	337	425	361	318	384	730	511	282	507	531	506	514	295	184
Weighted base	2030	995	1035	244	325	386	345	305	427	548	589	426	467	516	536	509	293	176
<b><u>The state of the UK economy</u></b>																		
Better	267 13%	171 17%	95 9%	38 15%	58 18%	39 10%	32 9%	33 11%	67 16%	98 18%	77 13%	53 13%	39 8%	68 13%	72 13%	65 13%	49 17%	13 7%
Worse	1140 56%	506 51%	634 61%	139 57%	176 54%	225 58%	215 62%	177 58%	208 49%	275 50%	315 54%	247 58%	302 65%	288 56%	275 51%	298 58%	152 52%	126 71%
No change	624 31%	317 32%	306 30%	67 28%	91 28%	122 32%	97 28%	95 31%	152 36%	175 32%	196 33%	126 30%	126 27%	159 31%	189 35%	146 29%	92 31%	38 21%
<b><u>Your personal financial situation</u></b>																		
Better	196 10%	114 11%	83 8%	41 17%	54 17%	34 9%	22 6%	22 7%	24 6%	67 12%	65 11%	33 8%	31 7%	61 12%	48 9%	34 7%	40 14%	13 8%
Worse	1049 52%	473 48%	576 56%	120 49%	167 51%	208 54%	195 57%	173 57%	186 44%	237 43%	282 48%	254 60%	276 59%	245 47%	278 52%	279 55%	147 50%	101 57%
No change	785 39%	408 41%	377 36%	83 34%	104 32%	143 37%	128 37%	109 36%	217 51%	243 44%	242 41%	140 33%	160 34%	210 41%	210 39%	196 39%	107 36%	62 35%

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Table 3

**Q.7 Do you think each of the following have got better or worse over the past three months?****Base: All respondents who work, are unemployed or are students**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North England	Wales & South West	Scotland
Unweighted base	1300	635	665	190	280	350	291	146	43	500	377	190	233	352	331	325	179	113
Weighted base	1336	687	649	229	282	331	289	150	54	384	440	302	209	349	360	330	186	111
<b><u>Your Job Security</u></b>																		
Better	140 11%	92 13%	49 7%	48 21%	36 13%	28 8%	12 4%	9 6%	7 13%	43 11%	50 11%	25 8%	22 11%	37 11%	40 11%	31 9%	21 11%	13 11%
Worse	514 38%	238 35%	276 42%	83 36%	95 33%	127 38%	127 44%	68 46%	14 27%	137 36%	163 37%	118 39%	96 46%	129 37%	117 32%	146 44%	68 37%	55 49%
No change	682 51%	357 52%	325 50%	99 43%	152 54%	177 53%	150 52%	72 48%	32 60%	205 53%	227 51%	159 53%	91 43%	184 53%	204 57%	153 46%	97 52%	44 40%

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### ONLINE Fieldwork : 8th - 10th April 2011

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Table 4

**Q.8 Are you more or less worried about each of the following than you were three months ago, or is there no difference?**

**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	2030	949	1081	205	337	425	361	318	384	730	511	282	507	531	506	514	295	184
Weighted base	2030	995	1035	244	325	386	345	305	427	548	589	426	467	516	536	509	293	176
<b><u>My personal financial situation</u></b>																		
More worried	1036 51%	439 44%	597 58%	134 55%	185 57%	214 56%	203 59%	154 50%	147 34%	246 45%	294 50%	226 53%	270 58%	269 52%	251 47%	265 52%	145 50%	106 60%
Less worried	245 12%	146 15%	99 10%	49 20%	53 16%	44 11%	28 8%	26 9%	45 10%	69 13%	83 14%	53 13%	39 8%	58 11%	82 15%	53 10%	38 13%	14 8%
No difference	749 37%	410 41%	339 33%	61 25%	87 27%	128 33%	114 33%	125 41%	235 55%	233 42%	211 36%	146 34%	158 34%	189 37%	203 38%	191 38%	109 37%	56 32%
<b><u>My family's future</u></b>																		
More worried	913 45%	367 37%	547 53%	92 38%	149 46%	186 48%	191 55%	127 42%	169 40%	216 39%	243 41%	221 52%	233 50%	216 42%	233 43%	235 46%	125 43%	104 59%
Less worried	208 10%	118 12%	90 9%	47 19%	47 14%	39 10%	22 6%	21 7%	33 8%	53 10%	64 11%	42 10%	48 10%	49 10%	65 12%	49 10%	29 10%	15 9%
No difference	908 45%	510 51%	399 39%	104 43%	129 40%	161 42%	132 38%	156 51%	225 53%	279 51%	281 48%	163 38%	187 40%	251 49%	237 44%	226 44%	138 47%	56 32%
<b><u>The state of the economy</u></b>																		
More worried	1147 56%	512 51%	635 61%	125 51%	178 55%	224 58%	227 66%	179 59%	214 50%	287 52%	322 55%	260 61%	278 59%	276 53%	291 54%	297 58%	161 55%	122 69%
Less worried	240 12%	162 16%	78 8%	37 15%	39 12%	33 9%	31 9%	26 9%	73 17%	80 15%	68 11%	42 10%	51 11%	61 12%	65 12%	68 13%	33 11%	14 8%
No difference	643 32%	320 32%	323 31%	81 33%	107 33%	129 33%	87 25%	100 33%	140 33%	182 33%	199 34%	124 29%	139 30%	179 35%	180 34%	144 28%	99 34%	41 23%

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**Q.8 Are you more or less worried about each of the following than you were three months ago, or is there no difference?**

**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Weighted base	2030	995	1035	244	325	386	345	305	427	548	589	426	467	516	536	509	293	176
<b>Anti-social behaviour in my neighbourhood</b>																		
More worried	488 24%	259 26%	229 22%	49 20%	80 25%	132 34%	80 23%	61 20%	86 20%	120 22%	136 23%	123 29%	109 23%	120 23%	133 25%	124 24%	65 22%	45 26%
Less worried	185 9%	93 9%	92 9%	47 19%	34 10%	30 8%	21 6%	20 7%	33 8%	39 7%	50 9%	40 9%	55 12%	51 10%	43 8%	43 8%	24 8%	24 13%
No difference	1357 67%	642 65%	715 69%	148 61%	210 65%	223 58%	244 71%	223 73%	308 72%	389 71%	402 68%	263 62%	303 65%	344 67%	360 67%	342 67%	204 70%	107 61%
<b>Crime</b>																		
More worried	659 32%	328 33%	331 32%	70 29%	91 28%	148 38%	108 31%	91 30%	151 35%	150 27%	174 30%	171 40%	164 35%	182 35%	165 31%	164 32%	90 31%	60 34%
Less worried	143 7%	77 8%	66 6%	29 12%	37 12%	24 6%	16 5%	17 5%	19 5%	34 6%	36 6%	35 8%	38 8%	45 9%	23 4%	38 8%	19 6%	18 10%
No difference	1228 60%	589 59%	638 62%	144 59%	196 60%	214 55%	220 64%	197 65%	257 60%	364 66%	379 64%	220 52%	265 57%	289 56%	348 65%	307 60%	184 63%	99 56%
<b>The threat of social disorder in some communities around the country</b>																		
More worried	881 43%	448 45%	434 42%	82 34%	116 36%	157 41%	165 48%	141 46%	219 51%	245 45%	218 37%	214 50%	204 44%	201 39%	234 44%	235 46%	130 45%	81 46%
Less worried	111 5%	58 6%	53 5%	21 9%	32 10%	20 5%	11 3%	9 3%	17 4%	27 5%	29 5%	22 5%	33 7%	39 8%	15 3%	24 5%	15 5%	18 10%
No difference	1038 51%	488 49%	549 53%	140 57%	177 54%	208 54%	169 49%	154 51%	190 45%	276 50%	342 58%	190 45%	230 49%	276 53%	286 53%	251 49%	147 50%	77 44%