

**Public Works & Services Survey**  
**CATI Fieldwork : December 16th-19th 2010**

Absolutes/col percents

Table 1

**Q.1 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 Table****Base: All respondents**

	Public Works & Services					
	Public transport	Roads and Highways	Electricity and gas supply to homes	Drinking water and sewage	Flood defences	Disposal of rubbish and waste
Unweighted base	1003	1003	1003	1003	1003	1003
Weighted base	1003	1003	1003	1003	1003	1003
NET: Satisfied	632 63%	502 50%	787 78%	917 91%	614 61%	805 80%
Very satisfied (4)	188 19%	75 8%	240 24%	408 41%	179 18%	323 32%
Fairly satisfied (3)	444 44%	427 43%	547 55%	509 51%	435 43%	482 48%
Fairly dissatisfied (2)	124 12%	257 26%	101 10%	38 4%	116 12%	109 11%
Very dissatisfied (1)	92 9%	213 21%	101 10%	34 3%	70 7%	83 8%
NET: Dissatisfied	217 22%	470 47%	201 20%	72 7%	186 19%	191 19%
Don't know	154 15%	31 3%	15 1%	14 1%	203 20%	7 1%
Mean	2.86	2.37	2.94	3.30	2.90	3.05
Standard deviation	0.89	0.91	0.87	0.70	0.84	0.87
Standard error	0.03	0.03	0.03	0.02	0.03	0.03

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Table 2

**Q.1 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				
	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	1003	439	564	70	168	188	186	170	221	377	202	141	283	266	263	247	140	87
Weighted base	1003	491	512	120	160	190	170	151	211	271	291	211	231	255	265	252	145	87
NET: Satisfied	632	308	325	81	100	112	104	88	147	161	201	128	143	157	162	173	83	57
	63%	63%	63%	67%	62%	59%	61%	59%	70%	59%	69%	61%	62%	62%	61%	69%	57%	66%
Very satisfied	(4) 188	88	100	22	22	21	25	33	65	35	61	43	49	50	38	54	29	16
	19%	18%	20%	19%	13%	11%	15%	22%	31%	13%	21%	20%	21%	20%	15%	22%	20%	19%
Fairly satisfied	(3) 444	220	224	58	78	91	79	55	82	126	140	85	93	107	124	118	54	41
	44%	45%	44%	48%	49%	48%	47%	37%	39%	46%	48%	41%	40%	42%	47%	47%	37%	47%
Fairly dissatisfied	(2) 124	60	64	14	28	24	22	22	14	40	27	27	30	33	36	21	21	13
	12%	12%	13%	11%	18%	13%	13%	14%	7%	15%	9%	13%	13%	13%	13%	8%	15%	15%
Very dissatisfied	(1) 92	47	45	14	13	18	17	14	17	25	33	14	20	34	19	19	15	5
	9%	10%	9%	12%	8%	9%	10%	9%	8%	9%	11%	7%	9%	13%	7%	7%	10%	6%
NET: Dissatisfied	217	107	109	28	41	42	39	35	31	65	59	42	51	68	55	40	37	18
	22%	22%	21%	23%	26%	22%	23%	23%	15%	24%	20%	20%	22%	27%	21%	16%	25%	20%
Don't know	154	76	78	12	19	36	27	27	33	45	31	41	38	30	48	39	25	12
	15%	16%	15%	10%	12%	19%	16%	18%	15%	16%	11%	19%	16%	12%	18%	15%	17%	14%
Mean	2.86	2.84	2.88	2.82	2.77	2.75	2.78	2.87	3.10	2.76	2.88	2.92	2.89	2.77	2.84	2.98	2.81	2.91
Standard deviation	0.89	0.89	0.88	0.91	0.82	0.84	0.87	0.93	0.91	0.85	0.91	0.87	0.91	0.97	0.82	0.84	0.95	0.81
Standard error	0.03	0.05	0.04	0.11	0.07	0.07	0.07	0.08	0.07	0.05	0.07	0.08	0.06	0.06	0.06	0.06	0.09	0.09

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Table 3

**Q.1 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				
	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	1003	439	564	70	168	188	186	170	221	377	202	141	283	266	263	247	140	87
Weighted base	1003	491	512	120	160	190	170	151	211	271	291	211	231	255	265	252	145	87
NET: Satisfied	502	238	264	70	92	99	68	73	99	151	153	87	111	138	136	124	71	34
	50%	48%	52%	58%	58%	52%	40%	49%	47%	56%	53%	41%	48%	54%	51%	49%	49%	39%
Very satisfied	(4) 75	38	38	16	12	10	11	13	13	22	24	13	16	28	19	18	8	2
	8%	8%	7%	13%	8%	5%	6%	9%	6%	8%	8%	6%	7%	11%	7%	7%	6%	2%
Fairly satisfied	(3) 427	200	227	54	80	89	57	60	86	129	129	74	96	110	117	106	63	32
	43%	41%	44%	45%	50%	47%	33%	40%	41%	47%	44%	35%	41%	43%	44%	42%	44%	36%
Fairly dissatisfied	(2) 257	128	129	28	45	48	47	44	46	77	74	54	53	55	65	76	36	24
	26%	26%	25%	23%	28%	25%	27%	29%	22%	28%	25%	26%	23%	21%	25%	30%	25%	28%
Very dissatisfied	(1) 213	110	103	13	19	40	53	30	58	38	51	64	60	47	56	49	33	29
	21%	22%	20%	11%	12%	21%	31%	20%	28%	14%	18%	30%	26%	18%	21%	20%	23%	33%
NET: Dissatisfied	470	238	232	41	63	88	100	74	104	115	125	118	113	101	121	125	69	53
	47%	48%	45%	34%	40%	46%	59%	49%	49%	42%	43%	56%	49%	40%	46%	50%	48%	61%
Don't know	31	15	15	10	5	3	2	4	7	5	13	6	7	16	8	3	4	-
	3%	3%	3%	8%	3%	2%	1%	2%	3%	2%	5%	3%	3%	6%	3%	1%	3%	-
Mean	2.37	2.35	2.40	2.66	2.55	2.36	2.15	2.39	2.27	2.51	2.45	2.18	2.30	2.50	2.39	2.37	2.33	2.08
Standard deviation	0.91	0.92	0.90	0.87	0.81	0.88	0.95	0.91	0.95	0.84	0.89	0.95	0.94	0.94	0.91	0.88	0.90	0.89
Standard error	0.03	0.04	0.04	0.11	0.06	0.06	0.07	0.07	0.07	0.04	0.06	0.08	0.06	0.06	0.06	0.06	0.08	0.10

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Absolutes/col percents

Table 4

**Q.1 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				
	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	1003	439	564	70	168	188	186	170	221	377	202	141	283	266	263	247	140	87
Weighted base	1003	491	512	120	160	190	170	151	211	271	291	211	231	255	265	252	145	87
NET: Satisfied	787	376	411	97	122	151	128	119	169	224	239	151	174	200	206	200	116	65
	78%	77%	80%	81%	76%	79%	75%	79%	80%	83%	82%	72%	75%	78%	78%	79%	80%	75%
Very satisfied	(4) 240	121	119	29	35	44	42	32	58	66	81	45	48	64	69	61	33	14
	24%	25%	23%	24%	22%	23%	24%	21%	28%	25%	28%	21%	21%	25%	26%	24%	23%	16%
Fairly satisfied	(3) 547	255	292	69	87	107	86	87	111	157	158	106	126	135	138	139	83	52
	55%	52%	57%	57%	54%	56%	51%	58%	53%	58%	54%	50%	55%	53%	52%	55%	57%	59%
Fairly dissatisfied	(2) 101	58	43	10	26	20	16	15	14	29	18	28	26	19	25	27	18	13
	10%	12%	8%	8%	17%	10%	9%	10%	6%	11%	6%	13%	11%	7%	9%	11%	12%	15%
Very dissatisfied	(1) 101	53	47	8	9	20	26	15	23	14	32	28	27	35	25	22	9	9
	10%	11%	9%	6%	6%	10%	16%	10%	11%	5%	11%	13%	12%	14%	9%	9%	7%	10%
NET: Dissatisfied	201	111	90	18	35	40	42	30	37	43	50	55	53	54	49	49	27	22
	20%	23%	18%	15%	22%	21%	25%	20%	18%	16%	17%	26%	23%	21%	19%	19%	19%	25%
Don't know	15	4	10	5	3	-	1	1	5	4	1	5	5	1	9	3	1	-
	1%	1%	2%	4%	2%	-	*	1%	2%	1%	*	2%	2%	1%	3%	1%	1%	-
Mean	2.94	2.91	2.96	3.03	2.94	2.92	2.84	2.92	2.99	3.03	3.00	2.82	2.86	2.90	2.98	2.96	2.97	2.80
Standard deviation	0.87	0.89	0.84	0.78	0.78	0.86	0.97	0.84	0.90	0.75	0.89	0.93	0.89	0.93	0.87	0.84	0.79	0.83
Standard error	0.03	0.04	0.04	0.10	0.06	0.06	0.07	0.06	0.06	0.04	0.06	0.08	0.05	0.06	0.05	0.05	0.07	0.09

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Absolutes/col percents

Table 5

**Q.1 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				
	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	1003	439	564	70	168	188	186	170	221	377	202	141	283	266	263	247	140	87
Weighted base	1003	491	512	120	160	190	170	151	211	271	291	211	231	255	265	252	145	87
NET: Satisfied	917	450	467	112	146	170	156	136	196	252	262	199	204	231	246	234	126	79
	91%	92%	91%	93%	91%	89%	92%	91%	93%	93%	90%	94%	88%	91%	93%	93%	87%	91%
Very satisfied	(4) 408	198	210	51	77	66	56	59	99	109	127	83	88	101	105	112	57	33
	41%	40%	41%	42%	48%	34%	33%	39%	47%	40%	44%	40%	38%	40%	39%	45%	39%	38%
Fairly satisfied	(3) 509	252	257	61	69	104	100	77	97	143	134	115	116	130	142	121	70	46
	51%	51%	50%	51%	43%	55%	59%	51%	46%	53%	46%	55%	50%	51%	54%	48%	48%	53%
Fairly dissatisfied	(2) 38	18	21	5	8	8	3	5	8	7	14	8	10	10	9	6	8	6
	4%	4%	4%	4%	5%	4%	2%	3%	4%	3%	5%	4%	4%	4%	3%	2%	6%	6%
Very dissatisfied	(1) 34	19	15	-	4	11	8	8	4	7	9	4	13	9	8	9	8	-
	3%	4%	3%	-	2%	6%	5%	5%	2%	3%	3%	2%	6%	4%	3%	3%	6%	-
NET: Dissatisfied	72	37	36	5	12	19	11	13	12	14	23	12	23	19	17	15	16	6
	7%	7%	7%	4%	7%	10%	7%	8%	6%	5%	8%	6%	10%	8%	6%	6%	11%	6%
Don't know	14	5	9	3	3	1	3	2	2	4	6	-	4	5	2	3	2	2
	1%	1%	2%	3%	2%	1%	2%	1%	1%	1%	2%	-	2%	2%	1%	1%	1%	3%
Mean	3.30	3.29	3.32	3.39	3.39	3.19	3.22	3.26	3.40	3.33	3.33	3.32	3.23	3.29	3.30	3.36	3.23	3.32
Standard deviation	0.70	0.72	0.69	0.57	0.69	0.77	0.70	0.76	0.66	0.66	0.72	0.64	0.78	0.71	0.68	0.70	0.80	0.60
Standard error	0.02	0.03	0.03	0.07	0.05	0.06	0.05	0.06	0.04	0.03	0.05	0.05	0.05	0.04	0.04	0.04	0.07	0.06

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Absolutes/col percents

Table 6

**Q.1 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				
	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	1003	439	564	70	168	188	186	170	221	377	202	141	283	266	263	247	140	87
Weighted base	1003	491	512	120	160	190	170	151	211	271	291	211	231	255	265	252	145	87
NET: Satisfied	614	300	314	79	109	126	113	78	109	165	180	129	139	142	155	171	86	60
	61%	61%	61%	65%	68%	66%	66%	52%	52%	61%	62%	61%	60%	56%	59%	68%	59%	69%
Very satisfied	(4) 179	88	90	31	26	31	38	24	29	49	56	39	34	39	45	51	27	17
	18%	18%	18%	26%	16%	17%	22%	16%	14%	18%	19%	19%	15%	15%	17%	20%	19%	19%
Fairly satisfied	(3) 435	212	223	47	83	95	75	55	81	116	124	90	105	103	110	119	59	44
	43%	43%	44%	39%	51%	50%	44%	36%	38%	43%	43%	43%	46%	40%	42%	47%	41%	50%
Fairly dissatisfied	(2) 116	57	58	19	15	18	18	24	23	37	27	26	25	29	28	30	20	8
	12%	12%	11%	16%	9%	9%	10%	16%	11%	14%	9%	13%	11%	12%	11%	12%	14%	10%
Very dissatisfied	(1) 70	44	26	14	2	10	12	11	20	11	29	13	17	28	17	10	12	4
	7%	9%	5%	11%	1%	5%	7%	7%	10%	4%	10%	6%	7%	11%	6%	4%	8%	4%
NET: Dissatisfied	186	101	85	32	17	28	30	35	43	48	56	40	42	58	45	39	32	12
	19%	21%	17%	27%	11%	15%	18%	23%	20%	18%	19%	19%	18%	23%	17%	16%	22%	14%
Don't know	203	90	113	9	35	36	27	37	59	57	55	42	50	55	65	42	27	15
	20%	18%	22%	8%	22%	19%	16%	25%	28%	21%	19%	20%	22%	22%	24%	17%	19%	17%
Mean	2.90	2.86	2.95	2.87	3.06	2.95	2.96	2.80	2.77	2.95	2.88	2.92	2.86	2.76	2.92	3.01	2.86	3.02
Standard deviation	0.84	0.88	0.80	0.97	0.63	0.77	0.86	0.88	0.91	0.78	0.91	0.84	0.83	0.93	0.84	0.76	0.89	0.74
Standard error	0.03	0.05	0.04	0.12	0.05	0.06	0.07	0.08	0.07	0.05	0.07	0.08	0.06	0.06	0.06	0.05	0.08	0.09

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Absolutes/col percents

Table 7

**Q.1 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				
	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	1003	439	564	70	168	188	186	170	221	377	202	141	283	266	263	247	140	87
Weighted base	1003	491	512	120	160	190	170	151	211	271	291	211	231	255	265	252	145	87
NET: Satisfied	805	397	407	102	130	141	125	118	189	230	224	168	183	213	215	192	117	67
	80%	81%	80%	85%	81%	74%	73%	78%	90%	85%	77%	80%	79%	84%	81%	76%	81%	77%
Very satisfied	(4) 323	153	170	25	40	57	47	55	100	79	100	59	85	96	87	76	39	25
	32%	31%	33%	20%	25%	30%	28%	36%	47%	29%	34%	28%	37%	38%	33%	30%	27%	29%
Fairly satisfied	(3) 482	245	237	77	90	84	77	63	90	151	124	109	97	117	128	116	79	42
	48%	50%	46%	64%	56%	44%	45%	42%	42%	56%	43%	52%	42%	46%	48%	46%	54%	48%
Fairly dissatisfied	(2) 109	50	59	9	22	24	25	20	9	23	37	23	25	19	31	30	18	11
	11%	10%	12%	8%	14%	12%	15%	13%	4%	9%	13%	11%	11%	7%	12%	12%	12%	12%
Very dissatisfied	(1) 83	42	41	6	8	24	20	12	13	16	26	19	22	19	16	29	9	10
	8%	9%	8%	5%	5%	13%	12%	8%	6%	6%	9%	9%	9%	7%	6%	12%	6%	11%
NET: Dissatisfied	191	92	99	16	30	48	44	32	22	40	63	42	47	38	47	60	27	20
	19%	19%	19%	13%	18%	25%	26%	21%	10%	15%	22%	20%	20%	15%	18%	24%	18%	23%
Don't know	7	2	5	3	1	1	1	1	-	1	3	1	2	4	2	-	1	-
	1%	*	1%	3%	1%	1%	1%	*	-	*	1%	1%	1%	2%	1%	-	*	-
Mean	3.05	3.04	3.06	3.02	3.01	2.92	2.90	3.07	3.31	3.09	3.04	2.99	3.07	3.16	3.09	2.95	3.02	2.95
Standard deviation	0.87	0.87	0.88	0.71	0.76	0.97	0.94	0.91	0.81	0.78	0.92	0.87	0.93	0.86	0.83	0.94	0.80	0.93
Standard error	0.03	0.04	0.04	0.09	0.06	0.07	0.07	0.07	0.05	0.04	0.06	0.07	0.06	0.05	0.05	0.06	0.07	0.10

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Absolutes/col percents

Table 8

**Q.2a Thinking about the same list, which I will read out again, please tell me which one you think should be given first priority for more investment?**

**Base: All respondents**

	Gender		Age						Social Grade				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	1003	439	564	70	168	188	186	170	221	377	202	141	283	266	263	247	140	87
Weighted base	1003	491	512	120	160	190	170	151	211	271	291	211	231	255	265	252	145	87
Roads and Highways	319 32%	172 35%	147 29%	32 26%	51 32%	63 33%	57 34%	49 33%	68 32%	84 31%	91 31%	77 36%	68 30%	63 25%	94 36%	84 33%	43 29%	35 40%
Public transport	227 23%	119 24%	108 21%	31 25%	38 24%	51 27%	45 27%	30 20%	32 15%	90 33%	72 25%	29 14%	36 16%	77 30%	51 19%	44 17%	33 23%	23 26%
Electricity and gas supply to homes	153 15%	71 14%	82 16%	17 14%	28 17%	22 11%	32 19%	17 11%	38 18%	38 14%	36 12%	34 16%	46 20%	29 11%	46 17%	47 19%	19 13%	13 15%
Flood defences	107 11%	55 11%	53 10%	20 16%	14 9%	16 8%	11 7%	20 14%	26 12%	25 9%	32 11%	26 12%	25 11%	32 13%	24 9%	29 12%	17 12%	4 4%
Disposal of rubbish and waste	93 9%	32 6%	61 12%	8 6%	16 10%	20 11%	14 8%	17 12%	17 8%	14 5%	29 10%	21 10%	28 12%	21 8%	23 9%	29 11%	14 10%	6 7%
Drinking water and sewage	77 8%	30 6%	47 9%	8 7%	10 6%	15 8%	8 4%	14 9%	23 11%	18 7%	24 8%	15 7%	20 9%	19 7%	21 8%	17 7%	15 11%	6 7%
Don't know	26 3%	13 3%	13 3%	6 5%	3 2%	4 2%	2 1%	3 2%	7 4%	3 1%	7 3%	9 4%	7 3%	13 5%	6 2%	2 1%	4 3%	1 1%



**Public Works & Services Survey**  
**CATI Fieldwork : December 16th-19th 2010**

Absolutes/col percents

Table 9  
**Q.2b Which should have second priority for investment?**  
**Base: All respondents**

	Gender		Age						Social Grade				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	1003	439	564	70	168	188	186	170	221	377	202	141	283	266	263	247	140	87
Weighted base	1003	491	512	120	160	190	170	151	211	271	291	211	231	255	265	252	145	87
Roads and Highways	229 23%	116 24%	114 22%	27 22%	27 17%	50 26%	37 22%	35 23%	53 25%	73 27%	66 23%	39 19%	51 22%	53 21%	56 21%	71 28%	29 20%	20 23%
Electricity and gas supply to homes	174 17%	82 17%	91 18%	16 13%	37 23%	31 16%	20 12%	27 18%	42 20%	38 14%	41 14%	51 24%	45 19%	47 18%	38 14%	43 17%	27 19%	19 21%
Public transport	162 16%	89 18%	74 14%	20 16%	35 22%	24 12%	29 17%	23 15%	33 16%	46 17%	59 20%	29 14%	30 13%	47 19%	38 14%	44 17%	19 13%	14 16%
Disposal of rubbish and waste	152 15%	74 15%	77 15%	20 16%	23 14%	34 18%	29 17%	20 13%	26 12%	47 17%	40 14%	32 15%	32 14%	36 14%	47 18%	32 13%	23 16%	14 16%
Drinking water and sewage	130 13%	63 13%	67 13%	20 17%	19 12%	16 9%	26 15%	21 14%	28 13%	34 13%	43 15%	22 10%	31 13%	31 12%	38 14%	32 13%	21 14%	9 10%
Flood defences	117 12%	46 9%	70 14%	11 9%	16 10%	30 16%	25 15%	16 11%	18 9%	27 10%	28 10%	28 14%	33 14%	27 11%	34 13%	26 10%	19 13%	9 11%
Don't know	39 4%	21 4%	18 4%	7 6%	5 3%	5 3%	4 2%	8 5%	11 5%	7 3%	13 5%	10 5%	9 4%	14 5%	13 5%	5 2%	6 4%	2 2%

**Public Works & Services Survey**  
**CATI Fieldwork : December 16th-19th 2010**

Absolutes/col percents

Table 10

**Q.2a/b Thinking about the same list, which I will read out again, please tell me which ones you think should be given priority for more investment?**

**Base: All respondents**

	Gender		Age						Social Grade				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	1003	439	564	70	168	188	186	170	221	377	202	141	283	266	263	247	140	87
Weighted base	1003	491	512	120	160	190	170	151	211	271	291	211	231	255	265	252	145	87
Roads and Highways	549 55%	288 59%	261 51%	58 48%	78 48%	113 59%	94 55%	85 56%	121 57%	156 58%	157 54%	116 55%	120 52%	116 46%	151 57%	155 62%	72 50%	55 63%
Public transport	389 39%	207 42%	182 36%	50 42%	73 45%	74 39%	74 44%	53 35%	65 31%	135 50%	131 45%	58 27%	66 29%	124 49%	88 33%	88 35%	52 36%	37 42%
Electricity and gas supply to homes	327 33%	154 31%	173 34%	33 27%	65 40%	53 28%	52 31%	44 29%	79 38%	76 28%	76 26%	85 40%	90 39%	76 30%	84 32%	90 36%	46 32%	32 36%
Disposal of rubbish and waste	245 24%	106 22%	139 27%	28 23%	39 24%	54 29%	43 25%	38 25%	43 20%	61 23%	70 24%	53 25%	61 26%	57 22%	70 27%	60 24%	37 26%	20 23%
Flood defences	224 22%	101 21%	123 24%	30 25%	30 19%	46 24%	36 21%	37 25%	44 21%	51 19%	60 21%	54 26%	58 25%	60 24%	59 22%	55 22%	36 25%	13 15%
Drinking water and sewage	207 21%	93 19%	114 22%	28 23%	28 18%	31 16%	34 20%	35 23%	51 24%	52 19%	67 23%	37 17%	51 22%	49 19%	58 22%	48 19%	36 25%	15 17%
Don't know	26 3%	13 3%	13 3%	6 5%	3 2%	4 2%	2 1%	3 2%	7 4%	3 1%	7 3%	9 4%	7 3%	13 5%	6 2%	2 1%	4 3%	1 1%