



ITV News Index

METHODOLOGY NOTE

ComRes interviewed 2,008 British adults online between 28th and 30th March 2014. Data were weighted to be 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.

To commission a voting intention poll or a public opinion survey please contact Andrew Hawkins: andrew.hawkins@comres.co.uk

To register for Pollwatch, a monthly newsletter update on the polls, please email: pollwatch@comres.co.uk

ITV News Index Survey

ONLINE Fieldwork: 28th-30th March 2014

Absolutes/col percents

Table 1
Q.1 Do you agree or disagree with 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	2008	1000	1008	175	304	323	378	341	487	603	585	336	484	233	791
Weighted base	2008	984	1024	239	338	338	358	298	437	537	557	438	477	250	875
<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	564 28%	256 26%	307 30%	71 30%	102 30%	109 32%	104 29%	86 29%	92 21%	154 29%	139 25%	125 29%	146 31%	78 31%	252 29%
Disagree	1220 61%	622 63%	599 58%	115 48%	190 56%	181 54%	223 62%	194 65%	318 73%	334 62%	347 62%	267 61%	272 57%	149 60%	501 57%
Don't know	224 11%	106 11%	118 11%	52 22%	47 14%	48 14%	31 9%	19 6%	28 6%	49 9%	71 13%	46 10%	58 12%	22 9%	122 14%
<u>The Government's healthcare changes will help improve standards in the NHS</u>															
Agree	454 23%	226 23%	228 22%	65 27%	84 25%	66 19%	75 21%	61 21%	103 24%	122 23%	125 22%	117 27%	91 19%	55 22%	216 25%
Disagree	690 34%	384 39%	306 30%	62 26%	93 27%	122 36%	138 38%	123 41%	153 35%	194 36%	170 30%	155 35%	172 36%	95 38%	273 31%
Don't know	864 43%	374 38%	490 48%	111 47%	162 48%	151 45%	146 41%	114 38%	180 41%	221 41%	263 47%	165 38%	215 45%	100 40%	386 44%
<u>Overall, the NHS is well managed as an organisation</u>															
Agree	566 28%	262 27%	304 30%	89 37%	99 29%	92 27%	97 27%	78 26%	110 25%	154 29%	137 25%	133 30%	141 30%	87 35%	230 26%
Disagree	1033 51%	536 54%	497 49%	83 35%	142 42%	165 49%	205 57%	175 59%	262 60%	302 56%	290 52%	215 49%	226 47%	116 47%	450 51%
Don't know	409 20%	186 19%	223 22%	67 28%	97 29%	80 24%	55 15%	45 15%	65 15%	80 15%	129 23%	90 21%	110 23%	46 18%	195 22%

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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	2008	984	1024	239	338	338	358	298	437	537	557	438	477	250	875
<u>Overall, the NHS provides a high standard of care to patients</u>															
Agree	1262 63%	645 66%	617 60%	127 53%	179 53%	199 59%	247 69%	202 68%	307 70%	366 68%	350 63%	266 61%	280 59%	174 70%	514 59%
Disagree	475 24%	207 21%	268 26%	59 25%	85 25%	84 25%	79 22%	73 25%	95 22%	116 22%	119 21%	111 25%	129 27%	45 18%	223 26%
Don't know	271 13%	132 13%	139 14%	52 22%	74 22%	56 17%	32 9%	23 8%	34 8%	55 10%	88 16%	61 14%	68 14%	30 12%	138 16%
<u>Patient care in the NHS is worse today than it was ten years ago</u>															
Agree	845 42%	369 37%	476 47%	79 33%	129 38%	138 41%	160 45%	134 45%	204 47%	227 42%	221 40%	193 44%	205 43%	121 48%	329 38%
Disagree	623 31%	341 35%	282 28%	68 29%	103 30%	96 28%	118 33%	100 34%	138 32%	178 33%	176 32%	141 32%	129 27%	68 27%	282 32%
Don't know	540 27%	275 28%	265 26%	91 38%	106 31%	104 31%	80 22%	64 21%	95 22%	132 25%	160 29%	104 24%	144 30%	61 24%	264 30%
<u>The NHS is damaged beyond repair</u>															
Agree	320 16%	150 15%	170 17%	33 14%	57 17%	60 18%	60 17%	51 17%	59 14%	78 14%	75 13%	90 21%	77 16%	46 19%	143 16%
Disagree	1250 62%	647 66%	603 59%	138 58%	201 59%	208 62%	225 63%	199 67%	280 64%	354 66%	350 63%	254 58%	292 61%	159 64%	522 60%
Don't know	438 22%	187 19%	251 24%	67 28%	81 24%	70 21%	73 20%	49 16%	98 22%	105 20%	131 24%	93 21%	108 23%	45 18%	209 24%

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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	2008	984	1024	239	338	338	358	298	437	537	557	438	477	250	875
<u>The NHS generally spends its budget efficiently</u>															
Agree	408 20%	189 19%	219 21%	70 29%	67 20%	64 19%	74 21%	61 20%	72 16%	108 20%	97 17%	95 22%	108 23%	62 25%	173 20%
Disagree	1043 52%	545 55%	498 49%	105 44%	141 42%	165 49%	185 52%	181 61%	267 61%	300 56%	290 52%	224 51%	229 48%	113 45%	453 52%
Don't know	557 28%	251 25%	306 30%	64 27%	130 38%	109 32%	100 28%	57 19%	98 22%	129 24%	170 30%	119 27%	140 29%	74 30%	248 28%
<u>The Government spends too much money on the NHS</u>															
Agree	270 13%	183 19%	87 9%	34 14%	54 16%	42 12%	40 11%	36 12%	65 15%	88 16%	73 13%	66 15%	43 9%	40 16%	129 15%
Disagree	1447 72%	664 68%	782 76%	155 65%	215 64%	242 72%	271 76%	236 79%	327 75%	381 71%	395 71%	308 70%	363 76%	184 74%	597 68%
Don't know	291 14%	137 14%	154 15%	50 21%	69 20%	55 16%	47 13%	25 8%	45 10%	68 13%	89 16%	63 14%	71 15%	26 10%	149 17%

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

	Region													Which of the following best describes your current working status?								
	Total	England	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	Eastern	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	2008	1717	184	81	236	175	168	144	107	195	244	311	163	1024	709	315	984	115	139	124	428	178
Weighted base	2008	1727	181	80	221	181	181	141	100	201	261	281	181	1124	884	241	884	102	142	121	351	167
<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	564	482	47	21	55	56	47	41	34	53	73	87	50	330	261	69	234	34	39	28	80	53
	28%	28%	26%	26%	25%	31%	26%	29%	34%	27%	28%	31%	28%	29%	30%	28%	26%	34%	27%	23%	23%	32%
Disagree	1220	1041	124	53	139	107	106	85	55	131	149	161	110	651	510	140	570	58	85	83	250	94
	61%	60%	69%	66%	63%	59%	58%	61%	55%	65%	57%	57%	61%	58%	58%	58%	64%	57%	60%	68%	71%	56%
Don't know	224	203	10	6	27	18	29	15	11	17	39	33	20	144	112	32	80	10	19	10	21	20
	11%	12%	5%	8%	12%	10%	16%	10%	11%	8%	15%	12%	11%	13%	13%	13%	9%	10%	13%	9%	6%	12%
<u>The Government's healthcare changes will help improve standards in the NHS</u>																						
Agree	454	396	39	20	37	45	47	31	19	46	64	52	54	271	215	56	183	20	22	29	79	32
	23%	23%	22%	25%	17%	25%	26%	22%	19%	23%	24%	19%	30%	24%	24%	23%	21%	20%	16%	24%	23%	19%
Disagree	690	590	69	32	86	68	65	46	31	65	85	93	50	368	296	71	322	36	53	41	137	55
	34%	34%	38%	39%	39%	38%	36%	33%	31%	32%	33%	33%	28%	33%	34%	30%	36%	35%	37%	34%	39%	33%
Don't know	864	740	73	29	98	68	69	63	50	89	112	135	77	485	372	114	378	46	67	51	134	80
	43%	43%	40%	36%	44%	37%	38%	45%	50%	45%	43%	48%	42%	43%	42%	47%	43%	45%	47%	42%	38%	48%
<u>Overall, the NHS is well managed as an organisation</u>																						
Agree	566	485	53	26	66	46	51	38	28	58	68	73	58	317	240	76	249	25	43	32	99	50
	28%	28%	30%	33%	30%	26%	28%	27%	28%	29%	26%	26%	32%	28%	27%	32%	28%	25%	30%	26%	28%	30%
Disagree	1033	893	88	42	106	93	97	79	52	110	120	161	85	567	457	109	466	52	62	70	206	76
	51%	52%	49%	52%	48%	52%	53%	56%	52%	55%	46%	57%	47%	50%	52%	45%	53%	51%	43%	58%	59%	46%
Don't know	409	349	39	12	49	41	33	23	20	32	73	48	37	241	186	55	168	25	38	19	45	41
	20%	20%	22%	15%	22%	23%	18%	17%	20%	16%	28%	17%	21%	21%	21%	23%	19%	25%	26%	16%	13%	25%

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Q.1 Do you agree or disagree with the following statements?
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	Region													Which of the following best describes your current working status?								
	Total	England	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	Eastern	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
Weighted base	2008	1727	181	80	221	181	181	141	100	201	261	281	181	1124	884	241	884	102	142	121	351	167
Overall, the NHS provides a high standard of care to patients																						
Agree	1262	1076	132	52	129	106	121	100	54	128	143	176	121	688	533	155	574	60	94	80	253	88
	63%	62%	73%	64%	58%	59%	67%	71%	54%	64%	55%	63%	67%	61%	60%	64%	65%	58%	66%	66%	72%	53%
Disagree	475	416	30	23	56	50	34	26	29	58	70	73	27	269	218	51	207	28	24	31	70	54
	24%	24%	17%	29%	25%	28%	19%	19%	29%	29%	27%	26%	15%	24%	25%	21%	23%	27%	17%	25%	20%	32%
Don't know	271	235	19	6	36	24	26	14	17	15	49	32	33	168	133	35	103	15	25	11	28	26
	13%	14%	10%	7%	16%	13%	14%	10%	17%	8%	19%	11%	18%	15%	15%	14%	12%	14%	17%	9%	8%	15%
Patient care in the NHS is worse today than it was ten years ago																						
Agree	845	723	77	34	87	85	72	66	45	93	99	125	63	450	353	97	395	44	50	58	171	72
	42%	42%	43%	43%	40%	47%	40%	47%	45%	46%	38%	44%	35%	40%	40%	40%	45%	43%	35%	48%	49%	43%
Disagree	623	536	62	25	76	54	57	34	26	73	75	81	61	350	282	68	273	30	44	32	117	51
	31%	31%	34%	31%	34%	30%	32%	24%	25%	36%	29%	29%	34%	31%	32%	28%	31%	29%	31%	26%	33%	30%
Don't know	540	468	42	21	58	42	51	41	30	35	87	76	57	325	249	76	215	29	48	31	63	45
	27%	27%	23%	26%	26%	23%	28%	29%	30%	18%	33%	27%	32%	29%	28%	32%	24%	28%	34%	25%	18%	27%
The NHS is damaged beyond repair																						
Agree	320	290	16	14	32	27	31	22	14	41	50	44	28	190	152	37	130	16	15	17	47	34
	16%	17%	9%	17%	14%	15%	17%	16%	14%	21%	19%	16%	16%	17%	17%	16%	15%	16%	11%	14%	13%	21%
Disagree	1250	1063	127	52	143	110	109	97	61	127	144	175	106	681	538	143	569	63	94	72	241	100
	62%	62%	70%	65%	65%	61%	61%	69%	60%	63%	55%	62%	59%	61%	61%	59%	64%	62%	66%	60%	69%	60%
Don't know	438	374	38	14	46	44	40	22	26	33	66	61	46	254	193	61	184	23	34	32	63	33
	22%	22%	21%	18%	21%	24%	22%	16%	26%	16%	25%	22%	26%	23%	22%	25%	21%	22%	24%	26%	18%	20%

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

	Region													Which of the following best describes your current working status?								
	Total	England	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	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	2008	1727	181	80	221	181	181	141	100	201	261	281	181	1124	884	241	884	102	142	121	351	167
<u>The NHS generally spends its budget efficiently</u>																						
Agree	408	349	41	22	43	22	45	34	17	37	54	55	38	236	180	56	172	21	24	24	63	40
	20%	20%	23%	27%	20%	12%	25%	24%	17%	19%	21%	20%	21%	21%	20%	23%	19%	21%	17%	20%	18%	24%
Disagree	1043	901	91	37	111	107	87	74	51	114	125	159	87	567	454	113	476	38	81	65	218	74
	52%	52%	50%	46%	50%	59%	48%	53%	51%	57%	48%	57%	48%	50%	51%	47%	54%	38%	57%	53%	62%	44%
Don't know	557	477	48	22	67	52	49	33	32	50	82	67	56	322	250	73	235	42	37	33	69	54
	28%	28%	27%	27%	30%	29%	27%	24%	32%	25%	31%	24%	31%	29%	28%	30%	27%	42%	26%	27%	20%	32%
<u>The Government spends too much money on the NHS</u>																						
Agree	270	240	20	19	23	22	24	24	11	22	35	41	29	169	148	21	101	5	19	11	53	12
	13%	14%	11%	23%	10%	12%	13%	17%	11%	11%	13%	15%	16%	15%	17%	9%	11%	5%	13%	9%	15%	7%
Disagree	1447	1231	142	52	164	135	122	96	74	155	170	204	134	781	600	180	666	86	93	93	267	126
	72%	71%	78%	65%	74%	74%	67%	68%	73%	77%	65%	73%	74%	69%	68%	75%	75%	84%	66%	77%	76%	75%
Don't know	291	256	19	9	34	24	35	20	16	23	56	35	18	175	135	40	116	11	30	17	30	29
	14%	15%	11%	12%	15%	13%	20%	14%	16%	11%	22%	13%	10%	16%	15%	16%	13%	11%	21%	14%	9%	17%

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Absolutes/col percents

Table 2

Q.2 The new Chief Executive of NHS England starts his job in April. Which of the following do you think are the most important priorities for him to deal with?

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	2008	1000	1008	175	304	323	378	341	487	603	585	336	484	233	791
Weighted base	2008	984	1024	239	338	338	358	298	437	537	557	438	477	250	875
Improving standard of patient care	1278 64%	595 60%	683 67%	138 58%	188 55%	220 65%	218 61%	211 71%	304 70%	367 68%	374 67%	255 58%	282 59%	167 67%	526 60%
Bringing down waiting times across the NHS	850 42%	414 42%	436 43%	105 44%	139 41%	148 44%	149 42%	129 43%	181 41%	220 41%	228 41%	175 40%	227 48%	93 37%	379 43%
Improving cleanliness in NHS hospitals	610 30%	250 25%	359 35%	56 24%	97 29%	89 26%	120 33%	88 29%	160 37%	152 28%	148 27%	152 35%	158 33%	73 29%	240 27%
Finding ways of reducing the overall cost of the NHS	608 30%	362 37%	247 24%	82 35%	86 25%	73 22%	109 30%	100 33%	159 36%	191 35%	167 30%	119 27%	133 28%	69 28%	267 30%
Reducing the number of unnecessary treatments available on the NHS	591 29%	305 31%	286 28%	64 27%	86 25%	88 26%	109 30%	96 32%	147 34%	154 29%	176 32%	128 29%	133 28%	75 30%	238 27%
Improving the attitude of medical staff such as doctors and nurses	538 27%	248 25%	290 28%	60 25%	86 25%	81 24%	84 24%	84 28%	142 33%	143 27%	140 25%	114 26%	141 29%	64 25%	206 24%
Increasing the number of treatments and medicines available on the NHS	507 25%	229 23%	279 27%	75 32%	85 25%	96 28%	92 26%	71 24%	87 20%	117 22%	131 24%	124 28%	135 28%	62 25%	224 26%
Implementing the reforms being made to the NHS by the Government	187 9%	107 11%	79 8%	25 11%	27 8%	33 10%	30 8%	19 6%	53 12%	53 10%	53 10%	42 10%	39 8%	21 9%	86 10%

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Base: All respondents

	Region													Which of the following best describes your current working status?								
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Unweighted base	2008	1717	184	81	236	175	168	144	107	195	244	311	163	1024	709	315	984	115	139	124	428	178
Weighted base	2008	1727	181	80	221	181	181	141	100	201	261	281	181	1124	884	241	884	102	142	121	351	167
Improving standard of patient care	1278	1102	110	51	150	112	124	81	66	144	148	169	124	693	521	171	586	65	86	79	248	106
	64%	64%	61%	63%	68%	62%	68%	58%	66%	72%	57%	60%	69%	62%	59%	71%	66%	64%	60%	65%	71%	64%
Bringing down waiting times across the NHS	850	705	88	26	81	75	67	65	57	85	110	123	74	473	362	110	378	51	61	52	140	75
	42%	41%	49%	32%	36%	41%	37%	46%	57%	43%	42%	44%	41%	42%	41%	46%	43%	50%	43%	40%	45%	
Improving cleanliness in NHS hospitals	610	508	69	27	81	53	59	39	33	50	71	81	47	313	244	69	297	30	35	55	114	63
	30%	29%	38%	33%	37%	29%	33%	28%	33%	25%	27%	29%	26%	28%	28%	29%	34%	29%	24%	45%	32%	38%
Finding ways of reducing the overall cost of the NHS	608	531	54	26	56	56	63	44	23	63	70	93	60	335	266	69	273	25	52	37	130	30
	30%	31%	30%	33%	26%	31%	35%	31%	23%	31%	27%	33%	33%	30%	30%	29%	31%	24%	36%	30%	37%	18%
Reducing the number of unnecessary treatments available on the NHS	591	504	54	26	52	50	62	41	33	52	62	97	60	313	252	61	278	21	45	39	121	51
	29%	29%	30%	33%	24%	28%	35%	29%	33%	26%	24%	35%	33%	28%	29%	25%	31%	21%	32%	33%	34%	31%
Improving the attitude of medical staff such as doctors and nurses	538	479	37	21	59	44	40	39	23	60	83	82	51	269	215	54	269	34	32	47	110	45
	27%	28%	20%	26%	27%	24%	22%	28%	23%	30%	32%	29%	28%	24%	24%	23%	30%	34%	23%	39%	31%	27%
Increasing the number of treatments and medicines available on the NHS	507	448	40	22	50	48	36	41	19	45	79	77	49	287	222	65	221	32	38	30	69	52
	25%	26%	22%	28%	23%	26%	20%	29%	19%	23%	30%	28%	27%	25%	25%	27%	25%	32%	27%	25%	20%	31%
Implementing the reforms being made to the NHS by the Government	187	172	9	6	22	18	16	18	6	20	26	28	17	107	89	19	79	7	8	11	39	14
	9%	10%	5%	8%	10%	10%	9%	13%	6%	10%	10%	10%	9%	10%	10%	8%	9%	7%	6%	9%	11%	8%

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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	2008	1000	1008	175	304	323	378	341	487	603	585	336	484	233	791
Weighted base	2008	984	1024	239	338	338	358	298	437	537	557	438	477	250	875
<u>Local state schools</u>															
Better	257	136	121	39	51	35	39	42	51	72	58	64	63	38	112
	13%	14%	12%	17%	15%	10%	11%	14%	12%	13%	10%	15%	13%	15%	13%
No change	1318	644	674	146	206	220	241	186	319	361	391	265	301	168	562
	66%	65%	66%	61%	61%	65%	67%	62%	73%	67%	70%	61%	63%	67%	64%
Worse	433	204	229	53	81	83	78	70	67	103	108	108	114	43	201
	22%	21%	22%	22%	24%	25%	22%	24%	15%	19%	19%	25%	24%	17%	23%
<u>Local NHS services</u>															
Better	237	114	123	31	53	34	40	31	46	58	53	67	58	32	104
	12%	12%	12%	13%	16%	10%	11%	10%	11%	11%	10%	15%	12%	13%	12%
No change	1175	586	590	136	202	185	213	170	269	311	368	240	256	144	516
	59%	59%	58%	57%	60%	55%	60%	57%	62%	58%	66%	55%	54%	58%	59%
Worse	596	285	311	71	83	119	104	97	121	167	136	130	163	73	255
	30%	29%	30%	30%	25%	35%	29%	33%	28%	31%	24%	30%	34%	29%	29%

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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	2008	984	1024	239	338	338	358	298	437	537	557	438	477	250	875
<u>Local authority services such as libraries and waste collection</u>															
Better	287	124	163	41	79	39	32	33	62	77	77	70	62	43	124
	14%	13%	16%	17%	23%	12%	9%	11%	14%	14%	14%	16%	13%	17%	14%
No change	965	468	497	120	167	160	176	137	206	263	287	197	218	115	438
	48%	48%	49%	50%	49%	47%	49%	46%	47%	49%	51%	45%	46%	46%	50%
Worse	757	392	364	78	92	139	151	128	169	196	193	171	197	92	313
	38%	40%	36%	33%	27%	41%	42%	43%	39%	37%	35%	39%	41%	37%	36%
<u>Local public transport</u>															
Better	294	162	132	48	68	45	40	36	56	82	87	62	64	46	126
	15%	16%	13%	20%	20%	13%	11%	12%	13%	15%	16%	14%	13%	18%	14%
No change	1110	552	559	117	179	191	207	164	252	309	314	250	238	130	504
	55%	56%	55%	49%	53%	56%	58%	55%	58%	57%	56%	57%	50%	52%	58%
Worse	604	270	333	73	91	102	111	98	129	147	156	126	175	73	245
	30%	27%	33%	31%	27%	30%	31%	33%	29%	27%	28%	29%	37%	29%	28%

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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	England	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	Eastern	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	2008	1717	184	81	236	175	168	144	107	195	244	311	163	1024	709	315	984	115	139	124	428	178
Weighted base	2008	1727	181	80	221	181	181	141	100	201	261	281	181	1124	884	241	884	102	142	121	351	167
<u>Local state schools</u>																						
Better	257	218	27	13	28	21	27	17	12	23	35	30	24	151	117	34	107	7	20	14	39	27
	13%	13%	15%	16%	13%	12%	15%	12%	12%	11%	14%	11%	13%	13%	13%	14%	12%	6%	14%	12%	11%	16%
No change	1318	1136	117	49	139	113	124	93	65	130	175	193	121	730	576	154	588	66	89	81	257	96
	66%	66%	65%	60%	63%	63%	69%	66%	64%	65%	67%	69%	67%	65%	65%	64%	67%	64%	63%	67%	73%	57%
Worse	433	373	36	19	55	46	30	30	23	48	50	59	36	244	191	53	188	30	33	26	55	45
	22%	22%	20%	24%	25%	26%	17%	22%	23%	24%	19%	21%	20%	22%	22%	22%	21%	29%	23%	21%	16%	27%
<u>Local NHS services</u>																						
Better	237	209	16	12	29	16	18	16	11	25	38	29	26	136	106	30	101	14	14	14	32	27
	12%	12%	9%	15%	13%	9%	10%	12%	11%	12%	15%	10%	14%	12%	12%	13%	11%	14%	10%	11%	9%	16%
No change	1175	998	124	47	124	107	98	83	54	115	150	164	109	660	515	145	515	59	82	61	231	82
	59%	58%	68%	59%	56%	59%	54%	59%	54%	57%	58%	58%	61%	59%	58%	60%	58%	58%	57%	51%	66%	49%
Worse	596	520	41	21	69	57	65	42	35	61	73	88	45	328	263	65	268	29	46	46	88	59
	30%	30%	23%	26%	31%	32%	36%	30%	35%	30%	28%	31%	25%	29%	30%	27%	30%	28%	32%	38%	25%	35%

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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	England	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	Eastern	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
Weighted base	2008	1727	181	80	221	181	181	141	100	201	261	281	181	1124	884	241	884	102	142	121	351	167
Local authority services such as libraries and waste collection																						
Better	287	244	22	8	25	15	21	17	20	32	59	46	22	166	135	31	120	11	18	18	47	27
	14%	14%	12%	9%	11%	8%	11%	12%	20%	16%	23%	16%	12%	15%	15%	13%	14%	11%	12%	15%	13%	16%
No change	965	838	81	34	102	62	90	66	46	109	132	146	98	554	422	132	411	48	69	53	164	76
	48%	49%	45%	42%	46%	34%	50%	47%	45%	54%	51%	52%	54%	49%	48%	55%	47%	47%	49%	44%	47%	46%
Worse	757	644	77	39	94	103	70	58	35	59	70	88	61	405	327	78	352	43	55	50	139	64
	38%	37%	43%	49%	43%	57%	39%	41%	35%	30%	27%	31%	34%	36%	37%	32%	40%	42%	39%	41%	40%	38%
Local public transport																						
Better	294	256	30	9	26	19	21	17	8	20	85	38	21	172	139	32	122	7	35	16	42	22
	15%	15%	17%	11%	12%	10%	12%	12%	8%	10%	32%	14%	12%	15%	16%	13%	14%	7%	25%	13%	12%	13%
No change	1110	956	100	42	118	92	113	77	53	125	126	175	88	634	500	134	476	48	62	66	204	96
	55%	55%	56%	53%	53%	51%	63%	55%	53%	62%	48%	62%	49%	56%	57%	56%	54%	47%	43%	54%	58%	58%
Worse	604	514	50	29	77	70	46	46	39	56	50	68	71	318	244	74	285	47	46	39	105	49
	30%	30%	28%	36%	35%	39%	26%	33%	39%	28%	19%	24%	39%	28%	28%	31%	32%	46%	32%	32%	30%	29%