

ITV News Index

METHODOLOGY NOTE

ComRes interviewed 2,038 British adults online from 22nd to 24th March 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 : 22nd-24th March 2013

Absolutes/col percents

Table 1

Q.1 Overall, do you think the quality of care provided by the NHS has got better or worse under the Coalition?

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	2038	973	1065	173	341	357	386	324	457	579	612	334	513	249	781
Weighted base	2038	999	1039	242	343	343	363	303	444	545	565	444	484	267	874
Better	138 7%	81 8%	57 5%	22 9%	22 6%	26 8%	25 7%	13 4%	29 7%	39 7%	45 8%	32 7%	21 4%	19 7%	64 7%
Worse	859 42%	400 40%	459 44%	87 36%	121 35%	144 42%	175 48%	139 46%	193 43%	217 40%	212 38%	183 41%	246 51%	99 37%	346 40%
Neither	787 39%	410 41%	377 36%	77 32%	137 40%	120 35%	125 34%	130 43%	198 45%	239 44%	236 42%	154 35%	158 33%	114 43%	340 39%
Don't know	254 12%	108 11%	146 14%	56 23%	62 18%	52 15%	38 11%	21 7%	24 5%	49 9%	71 13%	75 17%	59 12%	35 13%	124 14%

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Table 1

Q.1 Overall, do you think the quality of care provided by the NHS has got better or worse under the Coalition?

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: Working	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	2038	1772	158	79	229	188	172	156	108	194	249	309	196	1030	690	340	1008	158	141	132	416	161
Weighted base	2038	1753	183	82	224	183	183	143	102	204	265	285	183	1141	897	245	897	127	141	129	366	134
Better	138 7%	123 7%	8 5%	5 6%	9 4%	14 8%	12 6%	14 10%	7 7%	13 7%	22 8%	21 7%	13 7%	83 7%	68 8%	15 6%	55 6%	7 6%	8 6%	5 4%	27 7%	7 5%
Worse	859 42%	730 42%	76 41%	33 41%	117 52%	92 50%	91 50%	49 34%	53 52%	74 36%	104 39%	113 39%	58 32%	445 39%	341 38%	104 43%	414 46%	62 49%	54 38%	71 55%	148 40%	79 59%
Neither	787 39%	684 39%	68 37%	34 41%	81 36%	53 29%	50 27%	61 43%	35 34%	94 46%	99 37%	132 46%	81 44%	454 40%	363 40%	91 37%	333 37%	38 30%	42 30%	50 38%	170 46%	33 25%
Don't know	254 12%	215 12%	32 17%	9 11%	17 8%	25 14%	31 17%	19 13%	7 6%	22 11%	40 15%	20 7%	31 17%	159 14%	125 14%	34 14%	95 11%	19 15%	37 26%	3 2%	21 6%	15 11%

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ONLINE Fieldwork : 22nd-24th March 2013

Absolutes/col percents

Table 2

Q.2 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	2038	973	1065	173	341	357	386	324	457	579	612	334	513	249	781
Weighted base	2038	999	1039	242	343	343	363	303	444	545	565	444	484	267	874
<u>Overall, the NHS provides a high standard of care to patients</u>															
Agree	1126 55%	619 62%	507 49%	112 46%	171 50%	195 57%	217 60%	170 56%	261 59%	301 55%	334 59%	252 57%	239 49%	163 61%	481 55%
Disagree	605 30%	259 26%	346 33%	77 32%	110 32%	94 27%	96 26%	95 31%	133 30%	153 28%	162 29%	124 28%	166 34%	69 26%	263 30%
Don't know	307 15%	121 12%	187 18%	53 22%	62 18%	54 16%	50 14%	38 13%	50 11%	91 17%	69 12%	68 15%	80 17%	35 13%	130 15%
<u>The NHS is more focused on meeting Government targets than on ensuring high standards of patient care</u>															
Agree	1539 76%	759 76%	780 75%	156 64%	239 70%	251 73%	282 78%	249 82%	364 82%	415 76%	421 75%	333 75%	371 77%	199 74%	653 75%
Disagree	179 9%	100 10%	79 8%	22 9%	35 10%	33 10%	36 10%	17 6%	36 8%	62 11%	55 10%	28 6%	34 7%	33 12%	78 9%
Don't know	319 16%	139 14%	180 17%	65 27%	70 20%	59 17%	45 12%	36 12%	44 10%	68 13%	89 16%	83 19%	80 16%	36 13%	143 16%
<u>NHS nursing has become less compassionate in recent years</u>															
Agree	1316 65%	608 61%	707 68%	123 51%	185 54%	209 61%	229 63%	228 75%	342 77%	359 66%	357 63%	274 62%	325 67%	174 65%	535 61%
Disagree	383 19%	237 24%	146 14%	46 19%	74 21%	71 21%	87 24%	47 15%	59 13%	112 21%	104 18%	85 19%	82 17%	54 20%	184 21%
Don't know	339 17%	153 15%	186 18%	73 30%	85 25%	63 19%	47 13%	28 9%	44 10%	73 13%	104 18%	85 19%	77 16%	39 15%	155 18%

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Q.2 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
Weighted base	2038	999	1039	242	343	343	363	303	444	545	565	444	484	267	874
<u>Patient care in the NHS is worse today than it was ten years ago</u>															
Agree	1094	512	582	98	143	177	196	192	287	287	293	227	287	134	446
	54%	51%	56%	41%	42%	52%	54%	64%	65%	53%	52%	51%	59%	50%	51%
Disagree	434	260	174	49	75	66	94	55	95	139	115	102	78	57	204
	21%	26%	17%	20%	22%	19%	26%	18%	21%	26%	20%	23%	16%	21%	23%
Don't know	510	227	284	94	125	100	73	55	62	118	157	115	119	76	224
	25%	23%	27%	39%	37%	29%	20%	18%	14%	22%	28%	26%	25%	28%	26%
<u>I have personally encountered unacceptably poor standards of care in the NHS</u>															
Agree	741	321	420	78	137	141	128	110	147	176	218	162	185	92	329
	36%	32%	40%	32%	40%	41%	35%	36%	33%	32%	39%	37%	38%	34%	38%
Disagree	1125	594	531	131	174	177	208	171	264	323	312	235	255	160	468
	55%	59%	51%	54%	51%	52%	57%	56%	60%	59%	55%	53%	53%	60%	54%
Don't know	172	83	89	33	33	24	28	22	32	46	35	47	44	16	76
	8%	8%	9%	14%	10%	7%	8%	7%	7%	8%	6%	11%	9%	6%	9%
<u>Jeremy Hunt is doing a good job as Health Secretary</u>															
Agree	264	161	103	27	32	48	31	35	90	82	71	57	53	26	108
	13%	16%	10%	11%	9%	14%	9%	12%	20%	15%	13%	13%	11%	10%	12%
Disagree	841	440	401	64	120	135	189	148	185	224	228	176	213	132	319
	41%	44%	39%	26%	35%	39%	52%	49%	42%	41%	40%	40%	44%	49%	36%
Don't know	933	398	535	151	191	159	143	120	169	239	266	211	217	110	447
	46%	40%	51%	62%	56%	46%	39%	40%	38%	44%	47%	47%	45%	41%	51%

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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	2038	999	1039	242	343	343	363	303	444	545	565	444	484	267	874
<u>The Government's healthcare changes will help improve standards in the NHS</u>															
Agree	367 18%	196 20%	171 16%	62 26%	63 18%	63 18%	48 13%	44 15%	87 20%	82 15%	116 20%	94 21%	75 16%	41 16%	173 20%
Disagree	802 39%	411 41%	392 38%	59 24%	115 34%	141 41%	178 49%	139 46%	170 38%	223 41%	195 35%	162 37%	221 46%	118 44%	314 36%
Don't know	869 43%	392 39%	477 46%	121 50%	165 48%	139 40%	138 38%	119 39%	187 42%	240 44%	254 45%	187 42%	188 39%	108 40%	387 44%
<u>Overall, the NHS is well managed as an organisation</u>															
Agree	506 25%	245 24%	261 25%	86 35%	100 29%	111 32%	72 20%	49 16%	89 20%	122 22%	137 24%	131 30%	116 24%	76 29%	237 27%
Disagree	1172 57%	592 59%	579 56%	94 39%	168 49%	168 49%	238 65%	208 69%	296 67%	339 62%	329 58%	224 50%	280 58%	157 59%	473 54%
Don't know	360 18%	162 16%	198 19%	63 26%	75 22%	64 19%	54 15%	46 15%	59 13%	85 16%	99 18%	89 20%	88 18%	34 13%	164 19%

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Q.2 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	England	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	NET: Working	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	2038	1772	158	79	229	188	172	156	108	194	249	309	196	1030	690	340	1008	158	141	132	416	161
Weighted base	2038	1753	183	82	224	183	183	143	102	204	265	285	183	1141	897	245	897	127	141	129	366	134
Overall, the NHS provides a high standard of care to patients																						
Agree	1126 55%	954 54%	112 61%	43 53%	101 45%	94 51%	94 51%	85 59%	60 59%	128 63%	134 51%	162 57%	113 62%	644 56%	505 56%	138 57%	482 54%	68 54%	62 44%	62 48%	230 63%	60 45%
Disagree	605 30%	531 30%	45 25%	27 33%	86 39%	59 32%	61 33%	39 27%	28 28%	46 23%	85 32%	85 30%	42 23%	333 29%	258 29%	74 30%	272 30%	41 33%	37 26%	52 41%	94 26%	48 36%
Don't know	307 15%	267 15%	26 14%	11 14%	37 16%	31 17%	28 16%	19 14%	14 13%	29 14%	46 17%	38 13%	28 15%	165 14%	133 15%	32 13%	143 16%	17 13%	42 30%	15 12%	42 11%	26 19%
The NHS is more focused on meeting Government targets than on ensuring high standards of patient care																						
Agree	1539 76%	1323 76%	136 74%	61 75%	175 78%	147 80%	138 75%	114 80%	80 79%	155 76%	188 71%	209 73%	136 74%	851 75%	671 75%	181 74%	688 77%	88 70%	99 71%	111 86%	292 80%	97 72%
Disagree	179 9%	159 9%	13 7%	10 12%	16 7%	15 8%	15 8%	13 9%	8 8%	13 6%	27 10%	30 11%	19 10%	111 10%	87 10%	24 10%	69 8%	15 12%	6 4%	4 3%	34 9%	11 8%
Don't know	319 16%	270 15%	35 19%	10 13%	33 15%	21 12%	31 17%	15 10%	14 14%	35 17%	50 19%	47 16%	29 16%	179 16%	139 16%	40 16%	140 16%	23 18%	35 25%	14 11%	40 11%	27 20%
NHS nursing has become less compassionate in recent years																						
Agree	1316 65%	1134 65%	115 63%	54 66%	149 66%	119 65%	121 66%	100 70%	66 65%	138 68%	170 64%	176 62%	109 60%	709 62%	552 62%	157 64%	606 68%	73 58%	74 53%	106 82%	271 74%	81 61%
Disagree	383 19%	324 18%	40 22%	16 19%	40 18%	42 23%	28 15%	22 15%	19 19%	29 14%	43 16%	67 23%	38 21%	238 21%	196 22%	42 17%	145 16%	33 26%	18 13%	13 10%	58 16%	23 17%
Don't know	339 17%	295 17%	28 15%	12 15%	35 16%	23 13%	35 19%	21 15%	16 16%	36 18%	53 20%	43 15%	36 20%	194 17%	148 17%	45 19%	146 16%	20 16%	49 35%	10 8%	37 10%	30 22%

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Weighted base	2038	1753	183	82	224	183	183	143	102	204	265	285	183	1141	897	245	897	127	141	129	366	134
<u>Patient care in the NHS is worse today than it was ten years ago</u>																						
Agree	1094 54%	953 54%	81 44%	40 49%	140 62%	96 52%	105 57%	81 57%	60 59%	101 50%	148 56%	154 54%	88 48%	580 51%	447 50%	133 54%	514 57%	65 51%	60 42%	91 71%	220 60%	78 58%
Disagree	434 21%	380 22%	37 20%	20 25%	45 20%	41 23%	31 17%	28 20%	17 17%	46 22%	55 21%	70 25%	43 24%	261 23%	209 23%	52 21%	173 19%	26 21%	17 12%	17 13%	92 25%	20 15%
Don't know	510 25%	420 24%	65 36%	21 26%	39 17%	46 25%	48 26%	34 24%	24 24%	57 28%	62 23%	61 22%	52 28%	300 26%	241 27%	59 24%	210 23%	36 28%	64 45%	21 16%	54 15%	36 27%
<u>I have personally encountered unacceptably poor standards of care in the NHS</u>																						
Agree	741 36%	643 37%	61 33%	25 30%	85 38%	67 36%	72 39%	54 38%	38 37%	57 28%	114 43%	109 38%	61 34%	421 37%	335 37%	86 35%	320 36%	46 37%	50 36%	44 34%	117 32%	63 47%
Disagree	1125 55%	955 54%	111 60%	52 64%	117 52%	104 57%	91 49%	78 54%	60 58%	128 63%	127 48%	156 55%	103 56%	628 55%	490 55%	138 57%	497 55%	72 57%	68 49%	77 59%	224 61%	57 42%
Don't know	172 8%	155 9%	12 7%	5 6%	22 10%	13 7%	21 11%	11 8%	5 5%	18 9%	24 9%	21 7%	19 11%	92 8%	73 8%	20 8%	80 9%	9 7%	22 16%	9 7%	25 7%	15 11%
<u>Jeremy Hunt is doing a good job as Health Secretary</u>																						
Agree	264 13%	231 13%	18 10%	7 9%	16 7%	22 12%	25 13%	20 14%	15 15%	34 17%	38 14%	47 16%	22 12%	134 12%	107 12%	27 11%	130 15%	15 12%	11 8%	22 17%	73 20%	9 7%
Disagree	841 41%	725 41%	79 43%	41 50%	109 49%	73 40%	83 45%	52 36%	37 37%	77 38%	114 43%	104 36%	71 39%	451 40%	368 41%	83 34%	390 43%	58 45%	57 41%	61 47%	154 42%	59 44%
Don't know	933 46%	797 45%	86 47%	33 40%	99 44%	89 48%	75 41%	71 50%	50 49%	92 45%	113 43%	134 47%	90 49%	556 49%	422 47%	134 55%	376 42%	54 43%	72 51%	46 36%	139 38%	65 49%

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	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	2038	1753	183	82	224	183	183	143	102	204	265	285	183	1141	897	245	897	127	141	129	366	134
<u>The Government's healthcare changes will help improve standards in the NHS</u>																						
Agree	367 18%	328 19%	26 14%	10 12%	33 15%	39 21%	29 16%	40 28%	13 13%	40 19%	53 20%	60 21%	25 14%	215 19%	166 19%	48 20%	153 17%	20 16%	25 18%	28 21%	63 17%	17 12%
Disagree	802 39%	681 39%	76 42%	34 42%	106 47%	74 41%	79 43%	53 37%	45 44%	70 34%	105 40%	99 35%	61 33%	432 38%	348 39%	84 34%	370 41%	56 44%	51 36%	54 42%	147 40%	62 46%
Don't know	869 43%	743 42%	81 44%	37 46%	85 38%	70 38%	76 41%	50 35%	44 43%	94 46%	107 40%	127 44%	98 53%	495 43%	382 43%	113 46%	374 42%	51 40%	65 46%	47 37%	156 43%	56 41%
<u>Overall, the NHS is well managed as an organisation</u>																						
Agree	506 25%	436 25%	46 25%	19 23%	48 21%	47 26%	56 31%	32 23%	24 23%	47 23%	57 21%	75 26%	55 30%	313 27%	241 27%	72 30%	193 21%	34 27%	36 25%	33 25%	64 17%	26 20%
Disagree	1172 57%	1013 58%	96 52%	52 64%	135 60%	102 56%	97 53%	86 60%	63 62%	120 59%	166 63%	160 56%	95 52%	630 55%	501 56%	129 53%	541 60%	66 52%	65 46%	79 61%	256 70%	75 56%
Don't know	360 18%	304 17%	41 22%	10 13%	41 18%	34 19%	30 16%	25 17%	15 15%	37 18%	42 16%	51 18%	34 18%	198 17%	155 17%	43 17%	163 18%	27 21%	40 28%	17 13%	46 13%	32 24%

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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	2038	973	1065	173	341	357	386	324	457	579	612	334	513	249	781
Weighted base	2038	999	1039	242	343	343	363	303	444	545	565	444	484	267	874
<u>The state of the UK economy</u>															
Better	169 8%	103 10%	66 6%	47 19%	27 8%	20 6%	25 7%	23 8%	26 6%	47 9%	51 9%	42 9%	30 6%	15 6%	86 10%
No change	525 26%	257 26%	267 26%	59 24%	118 35%	105 31%	77 21%	67 22%	98 22%	131 24%	169 30%	124 28%	101 21%	68 25%	261 30%
Worse	1344 66%	638 64%	706 68%	136 56%	198 58%	217 63%	261 72%	212 70%	320 72%	368 67%	345 61%	278 63%	353 73%	184 69%	527 60%
<u>Your personal financial situation</u>															
Better	235 12%	134 13%	101 10%	61 25%	65 19%	30 9%	18 5%	27 9%	34 8%	70 13%	68 12%	59 13%	38 8%	26 10%	134 15%
No change	720 35%	375 38%	345 33%	73 30%	102 30%	116 34%	109 30%	122 40%	198 45%	212 39%	197 35%	153 34%	157 32%	73 27%	288 33%
Worse	1083 53%	489 49%	593 57%	109 45%	176 51%	197 57%	237 65%	153 51%	212 48%	263 48%	300 53%	231 52%	289 60%	168 63%	452 52%
<u>Your job security</u>															
Better	160 8%	79 8%	81 8%	62 25%	48 14%	25 7%	15 4%	7 2%	2 1%	46 8%	48 9%	47 11%	19 4%	25 9%	114 13%
No change	1225 60%	614 61%	611 59%	106 44%	159 46%	173 51%	178 49%	221 73%	387 87%	346 64%	322 57%	239 54%	317 65%	124 47%	417 48%
Worse	654 32%	306 31%	348 33%	74 31%	136 40%	145 42%	170 47%	74 25%	55 12%	153 28%	195 34%	158 36%	149 31%	118 44%	343 39%

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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
Weighted base	2038	999	1039	242	343	343	363	303	444	545	565	444	484	267	874
<u>Anti-social behaviour in my neighbourhood</u>															
Better	180 9%	102 10%	78 7%	43 18%	31 9%	23 7%	22 6%	23 8%	38 9%	39 7%	68 12%	37 8%	36 7%	18 7%	78 9%
No change	1441 71%	693 69%	748 72%	140 58%	236 69%	234 68%	247 68%	233 77%	350 79%	402 74%	397 70%	305 69%	338 70%	198 74%	588 67%
Worse	417 20%	203 20%	214 21%	58 24%	76 22%	87 25%	94 26%	46 15%	55 12%	104 19%	101 18%	102 23%	110 23%	51 19%	208 24%
<u>Crime</u>															
Better	197 10%	107 11%	90 9%	47 19%	28 8%	25 7%	22 6%	27 9%	47 11%	59 11%	59 10%	45 10%	34 7%	28 10%	86 10%
No change	1135 56%	562 56%	572 55%	112 46%	201 59%	191 56%	193 53%	173 57%	266 60%	314 58%	323 57%	248 56%	249 52%	141 53%	484 55%
Worse	706 35%	329 33%	377 36%	83 34%	114 33%	127 37%	148 41%	102 34%	131 29%	172 32%	183 32%	151 34%	201 41%	99 37%	304 35%
<u>Social disorder in some communities around the country</u>															
Better	132 6%	78 8%	53 5%	35 14%	27 8%	19 6%	15 4%	16 5%	20 5%	32 6%	41 7%	29 7%	28 6%	20 7%	59 7%
No change	937 46%	470 47%	467 45%	120 50%	162 47%	167 49%	153 42%	145 48%	190 43%	269 49%	266 47%	202 45%	200 41%	127 48%	402 46%
Worse	970 48%	450 45%	519 50%	87 36%	155 45%	158 46%	195 54%	142 47%	233 53%	244 45%	257 46%	213 48%	256 53%	120 45%	413 47%

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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	England	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	NET: Working	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	2038	1772	158	79	229	188	172	156	108	194	249	309	196	1030	690	340	1008	158	141	132	416	161
Weighted base	2038	1753	183	82	224	183	183	143	102	204	265	285	183	1141	897	245	897	127	141	129	366	134
<u>The state of the UK economy</u>																						
Better	169 8%	144 8%	17 9%	7 9%	10 5%	12 7%	13 7%	22 15%	8 8%	9 5%	29 11%	21 7%	20 11%	101 9%	84 9%	17 7%	68 8%	10 8%	17 12%	9 7%	27 7%	5 4%
No change	525 26%	456 26%	42 23%	19 24%	51 23%	44 24%	50 28%	34 23%	26 26%	56 27%	71 27%	84 29%	48 26%	329 29%	259 29%	69 28%	196 22%	30 23%	32 23%	19 15%	92 25%	24 18%
Worse	1344 66%	1152 66%	124 68%	55 68%	163 73%	127 69%	119 65%	87 61%	68 67%	139 68%	165 62%	181 63%	116 63%	711 62%	553 62%	158 65%	633 71%	88 69%	92 66%	100 78%	248 68%	105 79%
<u>Your personal financial situation</u>																						
Better	235 12%	209 12%	18 10%	7 9%	19 9%	29 16%	17 9%	20 14%	8 8%	19 9%	36 14%	36 13%	25 13%	160 14%	132 15%	28 11%	75 8%	13 10%	19 14%	4 3%	32 9%	7 5%
No change	720 35%	622 35%	70 38%	29 35%	74 33%	63 34%	88 48%	42 30%	28 28%	68 33%	93 35%	94 33%	70 38%	361 32%	276 31%	86 35%	359 40%	31 25%	60 42%	62 48%	167 45%	39 29%
Worse	1083 53%	923 53%	95 52%	46 56%	131 58%	91 50%	78 43%	80 56%	66 64%	117 57%	136 51%	155 54%	89 48%	620 54%	489 55%	131 54%	463 52%	83 65%	62 44%	63 48%	168 46%	88 66%
<u>Your job security</u>																						
Better	160 8%	143 8%	12 7%	8 10%	27 12%	10 6%	11 6%	22 15%	4 4%	8 4%	31 12%	15 5%	12 7%	139 12%	123 14%	17 7%	20 2%	5 4%	11 8%	1 1%	1 *	2 1%
No change	1225 60%	1034 59%	126 69%	54 66%	115 51%	94 51%	111 60%	85 59%	64 63%	131 64%	136 51%	185 65%	124 67%	542 47%	412 46%	130 53%	683 76%	57 45%	106 76%	109 85%	324 89%	86 64%
Worse	654 32%	576 33%	45 24%	20 24%	83 37%	79 43%	62 34%	36 25%	33 32%	65 32%	98 37%	86 30%	47 26%	461 40%	363 40%	98 40%	193 22%	64 51%	23 16%	19 15%	41 11%	47 35%

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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	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	2038	1753	183	82	224	183	183	143	102	204	265	285	183	1141	897	245	897	127	141	129	366	134
<u>Anti-social behaviour in my neighbourhood</u>																						
Better	180 9%	156 9%	16 9%	12 15%	11 5%	22 12%	8 4%	15 10%	9 8%	11 6%	39 15%	27 10%	11 6%	97 8%	76 8%	20 8%	84 9%	18 14%	18 13%	11 8%	30 8%	6 4%
No change	1441 71%	1235 70%	130 71%	55 67%	154 68%	129 70%	133 73%	95 67%	76 74%	158 77%	158 60%	206 72%	148 81%	786 69%	621 69%	165 68%	655 73%	74 59%	97 69%	101 78%	292 80%	90 67%
Worse	417 20%	361 21%	38 21%	15 18%	60 27%	33 18%	42 23%	33 23%	18 17%	35 17%	68 26%	52 18%	24 13%	258 23%	200 22%	59 24%	158 18%	34 27%	25 18%	17 13%	44 12%	38 28%
<u>Crime</u>																						
Better	197 10%	178 10%	9 5%	12 15%	21 10%	16 9%	21 11%	12 8%	10 10%	16 8%	34 13%	30 10%	16 9%	114 10%	96 11%	18 7%	83 9%	11 9%	16 12%	10 7%	42 12%	4 3%
No change	1135 56%	965 55%	106 58%	42 51%	112 50%	103 56%	104 56%	74 52%	64 62%	117 57%	133 50%	163 57%	118 64%	625 55%	480 54%	145 59%	510 57%	61 48%	79 56%	63 49%	230 63%	77 57%
Worse	706 35%	610 35%	68 37%	28 34%	91 41%	64 35%	59 32%	57 40%	28 28%	71 35%	98 37%	93 32%	49 27%	403 35%	321 36%	82 33%	303 34%	54 43%	45 32%	57 44%	94 26%	54 40%
<u>Social disorder in some communities around the country</u>																						
Better	132 6%	120 7%	9 5%	8 10%	16 7%	11 6%	13 7%	6 4%	3 3%	11 6%	26 10%	20 7%	9 5%	79 7%	65 7%	14 6%	53 6%	9 7%	15 10%	6 5%	18 5%	6 4%
No change	937 46%	800 46%	80 44%	31 39%	89 40%	95 52%	85 46%	66 46%	57 56%	93 45%	123 47%	127 44%	91 50%	529 46%	412 46%	118 48%	407 45%	58 46%	80 57%	42 33%	172 47%	55 41%
Worse	970 48%	833 48%	94 51%	42 51%	119 53%	77 42%	86 47%	71 50%	42 41%	100 49%	116 44%	138 48%	84 46%	533 47%	420 47%	113 46%	437 49%	60 47%	46 33%	81 63%	176 48%	74 55%

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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	2038	973	1065	173	341	357	386	324	457	579	612	334	513	249	781
Weighted base	2038	999	1039	242	343	343	363	303	444	545	565	444	484	267	874
Local state schools															
Better	195 10%	97 10%	98 9%	41 17%	40 12%	35 10%	28 8%	16 5%	35 8%	37 7%	52 9%	59 13%	48 10%	23 8%	87 10%
No change	1427 70%	704 71%	723 70%	150 62%	240 70%	238 69%	238 66%	226 75%	334 75%	406 75%	397 70%	285 64%	338 70%	185 69%	596 68%
Worse	416 20%	197 20%	219 21%	51 21%	62 18%	70 20%	97 27%	60 20%	75 17%	102 19%	116 20%	100 23%	98 20%	60 22%	191 22%
Local NHS services															
Better	147 7%	81 8%	66 6%	34 14%	30 9%	23 7%	21 6%	13 4%	25 6%	31 6%	39 7%	42 9%	34 7%	16 6%	64 7%
No change	1238 61%	619 62%	619 60%	145 60%	217 63%	208 61%	212 58%	180 60%	277 62%	347 64%	358 63%	264 60%	269 55%	170 64%	551 63%
Worse	653 32%	299 30%	354 34%	63 26%	96 28%	112 33%	131 36%	109 36%	143 32%	166 31%	168 30%	137 31%	181 37%	81 30%	259 30%
Local authority services such as libraries and waste collection															
Better	233 11%	101 10%	131 13%	63 26%	38 11%	30 9%	27 7%	26 9%	48 11%	44 8%	63 11%	64 14%	62 13%	25 9%	86 10%
No change	1077 53%	519 52%	558 54%	108 45%	184 54%	178 52%	174 48%	170 56%	262 59%	296 54%	303 54%	219 49%	259 53%	132 49%	451 52%
Worse	728 36%	379 38%	350 34%	70 29%	121 35%	135 39%	162 45%	106 35%	134 30%	205 38%	199 35%	161 36%	163 34%	110 41%	338 39%

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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

	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	2038	999	1039	242	343	343	363	303	444	545	565	444	484	267	874
<u>Local public transport</u>															
Better	226 11%	117 12%	109 10%	50 21%	44 13%	34 10%	28 8%	30 10%	39 9%	53 10%	58 10%	63 14%	52 11%	28 10%	103 12%
No change	1257 62%	630 63%	628 60%	112 46%	197 57%	214 62%	227 63%	200 66%	307 69%	339 62%	358 63%	269 61%	292 60%	158 59%	521 60%
Worse	555 27%	253 25%	303 29%	80 33%	102 30%	95 28%	108 30%	72 24%	98 22%	153 28%	149 26%	112 25%	141 29%	81 30%	250 29%

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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	East-ern	London	South East	South West	NET: Working	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	2038	1772	158	79	229	188	172	156	108	194	249	309	196	1030	690	340	1008	158	141	132	416	161
Weighted base	2038	1753	183	82	224	183	183	143	102	204	265	285	183	1141	897	245	897	127	141	129	366	134
Local state schools																						
Better	195 10%	171 10%	19 10%	7 9%	13 6%	22 12%	14 8%	16 11%	6 6%	21 10%	36 14%	28 10%	13 7%	109 10%	81 9%	28 11%	86 10%	14 11%	20 14%	9 7%	30 8%	13 9%
No change	1427 70%	1218 69%	135 73%	52 64%	152 68%	125 68%	127 69%	90 63%	74 73%	151 74%	165 62%	212 74%	144 79%	781 68%	615 69%	166 68%	646 72%	90 71%	94 67%	90 70%	281 77%	91 67%
Worse	416 20%	364 21%	30 16%	23 28%	59 26%	36 20%	42 23%	37 26%	22 21%	32 15%	64 24%	45 16%	26 14%	251 22%	200 22%	51 21%	165 18%	22 17%	27 19%	29 23%	56 15%	31 23%
Local NHS services																						
Better	147 7%	132 8%	12 7%	10 12%	9 4%	15 8%	17 9%	11 8%	3 3%	15 7%	20 8%	24 8%	12 6%	80 7%	57 6%	23 9%	66 7%	13 10%	17 12%	7 5%	21 6%	8 6%
No change	1238 61%	1066 61%	118 64%	48 58%	118 53%	106 58%	114 62%	88 62%	55 54%	129 63%	144 54%	184 64%	135 73%	721 63%	577 64%	144 59%	517 58%	72 57%	86 62%	69 53%	234 64%	56 42%
Worse	653 32%	555 32%	53 29%	24 30%	97 43%	63 34%	52 28%	44 31%	44 44%	60 29%	101 38%	78 27%	37 20%	340 30%	262 29%	78 32%	313 35%	42 33%	37 26%	53 41%	111 30%	70 52%
Local authority services such as libraries and waste collection																						
Better	233 11%	205 12%	19 10%	7 8%	9 4%	13 7%	24 13%	19 13%	9 9%	15 7%	48 18%	46 16%	24 13%	111 10%	81 9%	29 12%	122 14%	19 15%	32 23%	22 17%	35 10%	13 10%
No change	1077 53%	924 53%	94 51%	31 39%	100 45%	74 40%	104 56%	69 48%	60 58%	130 64%	136 51%	177 62%	102 56%	583 51%	450 50%	134 55%	494 55%	68 54%	69 49%	72 56%	218 59%	67 50%
Worse	728 36%	624 36%	71 39%	43 53%	115 51%	96 52%	56 30%	55 39%	33 33%	59 29%	81 30%	62 22%	57 31%	447 39%	366 41%	82 33%	281 31%	39 31%	40 28%	35 27%	113 31%	54 40%

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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	East-ern	London	South East	South West	NET: Working	Work-ing full time	Work-ing 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	2038	1753	183	82	224	183	183	143	102	204	265	285	183	1141	897	245	897	127	141	129	366	134
Local public transport																						
Better	226 11%	195 11%	21 11%	8 10%	20 9%	20 11%	10 6%	16 11%	9 9%	20 10%	62 23%	25 9%	14 7%	130 11%	98 11%	32 13%	95 11%	15 12%	20 14%	19 15%	27 7%	15 11%
No change	1257 62%	1063 61%	130 71%	35 43%	129 58%	114 62%	116 63%	83 59%	65 64%	129 63%	157 59%	186 65%	114 62%	680 60%	523 58%	157 64%	578 64%	68 54%	77 55%	77 60%	273 75%	82 61%
Worse	555 27%	495 28%	33 18%	39 48%	75 33%	49 27%	57 31%	43 30%	28 27%	55 27%	47 18%	74 26%	56 30%	332 29%	276 31%	56 23%	224 25%	44 35%	43 31%	33 26%	66 18%	37 28%